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INTRODUCTION

Tourism Training Australia has been sponsored by the Australian National Training Authority to manage the development of training packages for the Tourism and Hospitality Industry. This user guide pertains to the development of a training package for the Hospitality areas of the Industry, namely:

- ➢ Commercial Cookery
- ➢ Asian Cookery
- ➢ Patisserie
- ➢ Commercial Catering
- ➢ Food and Beverage
- ➢ Gaming
- ➢ Front Office
- ➢ Housekeeping, and
- ➢ Hospitality Security.

The Training Package will consist of two components, that is:

Endorsed Component

- ➢ a complete set of National Competency Standards for Hospitality, with General Units to support the attainment of competency in functional areas
- ➢ assessment guidelines, and
- ➢ National Qualifications and recommended qualification titles at the applicable levels.

Non Endorsed Component

- ➢ learning strategies
- ➢ professional development materials, and
- ➢ assessment materials/instruments.

This user guide is for the endorsed components of the Hospitality Training Package.

INDUSTRY SUPPORT

The User Guide and the materials developed within the Endorsed Components have been prepared with the full support of the National Hospitality Industry Reference Group. Industry operators, associations, state training organisations, and both public and private providers were represented on the National Industry Reference Group.

NATIONAL COMPETENCY STANDARDS

Within the Hospitality side of the Tourism and Hospitality Industry, competency standards in the following areas had been developed prior to the commencement of the Hospitality Training Package and were overdue for review.

> ➢ Commercial Cookery (including Kitchen Attending)
> ➢ Food and Beverage
> ➢ Gaming
> ➢ Front Office
> ➢ Housekeeping
> ➢ Hospitality Management.

Industry feedback had been received that duplication existed within and across the above standards, and that high level management competencies did not reflect accurately the skill requirements of senior managers across a wide range of enterprises. The above standards did also not contain satisfactory evidence guides.

These standards were reviewed as part of the Training Package development process.

Competency standards were developed and endorsed early 1997 for the areas of:

> ➢ Patisserie
> ➢ Commercial Catering
> ➢ Hospitality Security
> ➢ Asian Cookery.

The above four sets of standards were not included in the standards review process. It is hoped that some time in the future these standards will undergo a minor review, with evidence guides extended to meet industry quality requirements.

In response to industry feedback, and to our desire to increase flexibility in the standards major changes have resulted to those standards reviewed. These changes include:

> ➢ elimination of duplication within and between competency standards, and across industry areas
> ➢ development of core units applicable to all areas of Hospitality
> ➢ collapsing of a number of units to reflect workplace reality
> ➢ removal of all general skills from the standards, with general skills repackaged as separate units
> ➢ removal of the Hospitality Management and Specialist Management Units, with the content of these units now found in the General Units, most under the "Leadership" area
> ➢ development of quality evidence guides for all units of competency, in line with ANTA and the Hospitality Industry quality assurance requirements.

A number of new units were also developed to meet industry needs. These new units cover competencies such as Mentoring, Legal Compliance and Safe Gaming.

Further information on the standards review process may be found in Component 1 of this document. Copies of all Units, together with explanatory information for all users, are included with this user guide.

QUALIFICATIONS FRAMEWORK

National Qualifications for all industry areas covered under the Hospitality Training Package have been developed and are detailed in Component 2 Qualifications Framework.

Feedback nationally supported the maintenance of existing qualifications frameworks, and a mapping exercise was carried out to ensure that qualifications put forward carry through this request.

However, it was clear in reviewing all qualifications that inconsistencies were apparent across areas. These inconsistencies have been removed to allow for increased portability of qualifications, and provide for multiple career paths for trainees. The packaging of qualifications has, of course, been against the AQF descriptors for each level.

Qualification titles have also been broadened to meet the needs of employers, trainees and providers, allowing far greater flexibility for all.

Competency Standards as identified within the Tourism Training Package have been included as a separate listing within the user guide. These competency standards maybe drawn across into the various qualifications as electives as a means of providing greater flexibility within the Hospitality industry.

Members of the National Industry Reference Group played a major role in producing the final qualification structure.

ASSESSMENT GUIDELINES

The assessment guidelines for the Hospitality Training Package have emerged from addressing principles listed in the framework with further development of key concepts important to the Hospitality Industry. The intention is to provide an assessment policy document which is common to all areas covered and flexible enough to cover more specialist skills while maintaining the minimum quality requirements deemed to be necessary at the time of application. There may be minor modifications required once the Australian Recognition Framework guidelines are finalised and operational in the states and territories.

Feedback gathered during the consultation phase indicates that the industry views its own quality assurance arrangements, namely the Australian Hospitality Review Panel and the ACCESS Workplace Assessment Scheme, to be key quality components of assessment.

COMPONENT 1

COMPETENCY STANDARDS

COMPONENT 1: COMPETENCY STANDARDS

INTRODUCTION

Over the past five years Tourism Training Australia, on behalf of the Hospitality Industry has developed competency standards for the following functional areas of the Industry:

- ➢ Commercial Cookery, including Kitchen Attending
- ➢ Food and Beverage
- ➢ Gaming
- ➢ Front Office, and
- ➢ Housekeeping.

All of the above standards were endorsed by the industry and by the Australian National Training Authority (ANTA), and were overdue for review.

In 1996, Tourism Training Australia was sponsored by ANTA to develop competency standards for the areas of:

- ➢ Asian Cookery
- ➢ Commercial Catering
- ➢ Patisserie, and
- ➢ Hospitality Security.

These standards went through the "pilot" self endorsement process and were endorsed by ANTA in 1997.

All of the standards out of their endorsement period still have application within the industry, and therefore formed the basis of the review associated with the development of the Hospitality Training Package.

CONTENT

Standards reviewed and/or newly developed by Tourism Training Australia conform to requirements identified in the "Guidelines for Training Package Developers" in that they:

- ➢ reflect industry work outcomes and practices across the functional areas covered
- ➢ accurately reflect workplace outcomes across a range of enterprises, incorporating small, medium and large businesses
- ➢ show skills and knowledge as part of the evidence guide attached to each unit of competency
- ➢ incorporate key competencies, language, literacy and numeracy skills and regulatory requirements, where applicable, within the performance criteria, range of variables and/or evidence guide
- ➢ detail the key competencies in a grid at the end of each unit
- ➢ apply access and equity principles, and
- ➢ are suitable for flexible use by enterprises within the industry.

Competency standards that were not part of the overall review process may not have the same quality evidence guides. The Industry would like to see evidence guides extended in the near future.

TECHNICAL QUALITY

The competency standards included in the Hospitality Training Package conform to the national format and have been prepared in accordance with the Standards Best Practice Manual.

The range of variables statement/s attached to each competency unit describe the variations that can apply to the performance of the unit eg. technology, enterprise differences, legislative and regulative conditions.

Evidence guides in their most detailed form provide information on underpinning skills and knowledge, context of assessment, critical aspects of assessment and linkages to other units.

CUSTOMISATION OF INDIVIDUAL UNITS OF COMPETENCY

Hospitality Industry National Competency standards have been developed so that they are flexible enough to apply to all types of hospitality settings and enterprises. In developing the standards, it was recognised that most individual units needed to apply across all industry sectors. Where this was not possible, particular units were developed to address the needs of a specific sector. It should therefore be possible to apply units within particular industry sectors and enterprises without difficulty. The range of variables statements encompass particular applications. They are extensive but are not intended to be prescriptive or exhaustive. Should certain circumstances not be listed, these may be added by the user.

The standards are written to be general enough to apply to the entire range of hospitality situations. Statements such as "according to organisational procedure" or "as appropriate to the work situation" allow wide customisation. The standards therefore provide a guide which can be taken and tailored to meet the needs of specific sectors and businesses.

The integrity of hospitality units of competence must be maintained by the adoption of all elements within a unit. Users are, however, able to incorporate additional elements as they wish.

Most importantly, the standards are designed to allow training to be tailored and contextualised to meet the needs of specific industry sectors and specific industry enterprises. In summary, the units have been written in order to allow easy interpretation and customisation within user organisations, especially hospitality industry enterprises.

CONSULTATION PROCESS

The review and development process involved consultation with and within all States and Territories under the auspices of the local Tourism Training office. Focus Groups were convened to discuss the issues and to comment on the existing and revised set of standards. In addition, a one-on-one interview process was used. This consultation process was undertaken with operative and management level hospitality industry staff across all industry sectors. The standards for:

> ➤ Food and Beverage
> ➤ Front Office
> ➤ Housekeeping
> ➤ Gaming, and
> ➤ General areas

have been developed primarily by an external consultant. In the Commercial Cookery area the Australian Culinary Federation oversaw the consultation and development process.

VALIDATION

Since the Standards have been in use for some five years, their appropriateness has been clearly demonstrated within industry and the training provider network. All existing standards were revisited and extensive revisions have been made where their use over time has highlighted deficiencies.

Validation of the standards has been carried out in conjunction with key industry associations, unions, enterprises and training providers, public and private. The review and development process involved consultation with all states and territories under the auspices of the local Tourism Training office. Focus groups were held to discuss the issues, and to validate the new standards.

Standards for units in the functional areas have been coded to show the relationship with the old units, reducing confusion for all users. Codes also show the year in which they were (or will be) endorsed.

The creation of new General Units, and the removal of Units duplicating material across the functional areas, provides for greater flexibility in their use. With Common Core Units, they meet the need to maximise career path development for employees and prospective employees.

FUTURE REVIEW AND MAINTENANCE OF COMPETENCY STANDARDS

Any future review undertaken by Tourism Training Australia will encompass:

> ➤ the technical quality of the standards to address any improvements suggested by ANTA
> ➤ industry acceptance, usage and feedback
> ➤ possible existence of any bias perceived in the standards including industry sector bias
> ➤ the reliability of the standards as benchmarks for assessment
> ➤ the alignment with the AQF
> ➤ overlap with standards developed by other competency standards bodies (CSBs).

Within the Hospitality Training Package, some units of competence developed by other CSBs have been imported into this package. For example Workplace Trainer Category 1 & 2 from the National Assessors and Workplace Trainers Body.

As part of the Quality Assurance processes related to standards, Tourism Training Australia undertakes to liaise with the CSBs on an annual basis and will revise relevant Hospitality units to reflect the changes effected by the CSB responsible.

SUMMARY OF UNITS

A complete listing of Hospitality Industry National Competency Standards appears on the following pages. The coding for each of the Hospitality Industry National Competency Standards is consistent with the coding that will appear on the National Training Information Service.

"THH" is the national identifier for those units which form part of the Hospitality Training Package. Each nationally endorsed unit of competence has been allocated a unit code. For example G - Gaming, H - Housekeeping, FB - Food and Beverage etc. Within each functional area the letters B, AD or S also appear.

Please note that an individual unit of competence does not have a formal level. It is only when units are packaged together in a qualification that a level is decided.

The "A" that follows the unit code indicates the particular version of the unit. As revisions are undertaken and units of competence are updated, the version identifier will change to B, C, D etc, to reflect the changes.

Also included is a complete listing of Tourism Industry National Competency Standards for those users who wish to include Tourism units as electives within the various qualifications.

"THT" is the national identifier for those units which form part of the Tourism Training Package. Each nationally endorsed unit of competence has been allocated a unit code. For example PPD - Planning and Product Development, SOP - Sales/Office Operations, SMA - Sales and Marketing, FTO - Field Tour Operations, FTG - Field Tour Guiding, FAT - Field, Attractions and Theme Parks.

Units marked with an asterisk are imported from other industries. For Example FTO04 Carry out Vehicle Maintenance and Minor Repairs. Imported from the Transport and Distribution Industry Advisory Body.

The "A" that follows the unit code indicates the particular version of the unit. As revisions are undertaken and units of competence are updated, the version identifier will change to B, C, D etc, to reflect the changes.

NATIONAL COMPETENCY STANDARDS - HOSPITALITY
SUMMARY OF UNITS
Units to be combined to achieve occupational outcomes

COMMON CORE
(TOURISM/HOSPITALITY)

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	COR01	A	Work With Colleagues and Customers
THH	COR02	A	Work in a Socially Diverse Environment
THH	COR03	A	Follow Health, Safety and Security Procedures

HOSPITALITY CORE

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	HCO01	A	Develop And Update Hospitality Industry Knowledge

COMMERCIAL COOKERY

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	BKA01	A	Organise and Prepare Food
THH	BKA02	A	Present Food
THH	BKA03	A	Receive and Store Stock
THH	BKA04	A	Clean and Maintain Premises
THH	BCC01	A	Use Basic Methods of Cookery
THH	BCC02	A	Prepare Appetisers and Salads
THH	BCC02a	A	Prepare Sandwiches
THH	BCC03	A	Prepare Stocks and Sauces
THH	BCC03a	A	Prepare Soups
THH	BCC04	A	Prepare Vegetables, Eggs and Farinaceous Dishes
THH	BCC05	A	Prepare and Cook Poultry and Game
THH	BCC06	A	Prepare and Cook Seafood
THH	BCC07	A	Identify and Prepare Meat
THH	BCC08	A	Prepare Hot and Cold Sweets
THH	BCC09	A	Prepare Pastry, Cakes and Yeast Goods
THH	BCC10	A	Plan and Prepare Food for Buffets
THH	BCC11	A	Implement Food Safety Procedures
THH	BCC12	A	Prepare Diet Based and Preserved Foods
THH	BCC13	A	Plan and Control Menu Based Catering
THH	BCC14	A	Organise Bulk Cooking Operations
THH	BCC15	A	Organise Food Service Operations
THH	ADCC01	A	Prepare Pates and Terrines
THH	ADCC02	A	Plan, Prepare and Display a Buffet
THH	ADCC04	A	Prepare Portion Controlled Meat Cuts
THH	ADCC05	A	Handle and Serve Cheese
THH	ADCC06	A	Prepare Chocolate
THH	ADSF	A	Select, Prepare and Serve Specialised Food Items

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	ADSC	A	Select, Prepare and Serve Specialist Cuisines
THH	S2CC1	A	Monitor Catering Revenue and Costs
THH	S2CC2	A	Establish and Maintain Quality Control
THH	S2CC3	A	Develop a Food Safety Plan

PATISSERIE

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	BPT01	A	Prepare and Produce Pastries
THH	BPT02	A	Prepare and Produce Cakes
THH	BPT03	A	Prepare and Produce Yeast Goods
THH	ADPT01	A	Prepare Bakery Products for Patissiers
THH	ADPT02	A	Prepare and Present Gateaux, Torten and Cakes
THH	ADPT03	A	Present Desserts
THH	ADPT04	A	Prepare and Display Petits Fours
THH	ADPT05	A	Prepare and Model Marzipan
THH	ADPT06	A	Prepare Desserts to Meet Special Dietary Requirements
THH	ADPT07	A	Prepare and Display Sugar Work
THH	ADPT08	A	Plan, Prepare and Display Sweet Buffet Show Pieces
THH	SPT01	A	Plan and Operate Coffee Shops

COMMERCIAL CATERING

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	BCAT01	A	Prepare Foods According to Specific Dietary and Cultural Needs
THH	BCAT02	A	Package Prepared Foodstuffs
THH	BCAT03	A	Transport and Store Food in a Safe and Hygienic Manner
THH	BCAT04	A	Operate a Fast Food Outlet
THH	BCAT05	A	Apply Cook-Chill Production Processes
THH	BCAT06	A	Apply Catering Control Principles
THH	ADCAT01	A	Prepare Daily Meal Plans to Promote Good Health
THH	ADCAT02	A	Develop Menus to Meet Special Cultural and Dietary Needs
THH	ADCAT03	A	Select Catering Systems
THH	SCAT01	A	Manage Facilities Associated with Commercial Catering Contracts
THH	SCAT02	A	Plan the Total Concept for a Major Event or Function
THH	SCAT03	A	Prepare Tenders for Catering Contracts
THH	SCAT04	A	Design Menus to Meet Market Needs
THH	SCAT05	A	Select Cook-Chill Production Systems

FOOD & BEVERAGE

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	BFB01a	A	Clean and Tidy Bar Areas
THH	BFB01	A	Operate a Bar
THH	BFB02/3a	A	Provide a Link Between Kitchen and Service Areas
THH	BFB02/3	A	Provide Food and Beverage Service
THH	BFB04	A	Provide Table Service of Alcoholic Beverages
THH	BFB05	A	Operate Cellar Systems
THH	BFB06	A	Complete Retail Liquor Sales
THH	BFB08	A	Provide Room Service
THH	BFB09	A	Provide Responsible Service of Alcohol
THH	BFB10	A	Prepare and Serve Non Alcoholic Beverages
THH	BFB11	A	Develop and Update Food and Beverage Knowledge
THH	ADFB01	A	Provide Specialist Advice on Food
THH	ADFB02	A	Provide Specialist Wine Service
THH	ADFB03	A	Prepare and Serve Cocktails
THH	ADFB6/9/10	A	Provide Gueridon Service
THH	ADFB07	A	Provide Silver Service

GAMING

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	BG01	A	Operate a Gaming Location
THH	BG02	A	Operate a TAB Outlet
THH	BG03	A	Conduct a Keno Game
THH	ADG01	A	Analyse and Report on Gaming Machine Data
THH	ADG03	A	Provide Responsible Gaming Services

FRONT OFFICE

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	BFO01	A	Receive and Process Reservations
THH	BFO02/3	A	Provide Accommodation Reception Services
THH	BFO04	A	Maintain Financial Records
THH	BFO05	A	Process Financial Transactions
THH	BFO06	A	Perform Clerical Procedures
THH	BFO07	A	Communicate on the Telephone
THH	BFO08	A	Conduct Night Audit
THH	BFO09	A	Provide Club Reception Services
THH	BFO10	A	Provide Porter Services

HOUSEKEEPING

NATIONAL CODE	*UNIT CODE*	*VERSION DESCRIPTOR*	*UNIT TITLE*
THH	BH01	A	Provide Housekeeping Services to Guests
THH	BH02	A	Clean Premises and Equipment
THH	BH03/4	A	Prepare Rooms for Guests
THH	BH05	A	Launder Linen and Guest Clothes
THH	BH06	A	Provide Valet Service

SECURITY

NATIONAL CODE	*UNIT CODE*	*VERSION DESCRIPTOR*	*UNIT TITLE*
THH	BTHS01	A	Maintain the Security of Premises and Property
THH	BTHS02	A	Determine & Use Reasonable Security Forces To Control Access To and Exit From Premises
THH	BTHS03	A	Maintain Safety of Premises and Personnel
THH	BTHS04	A	Manage Intoxicated Persons
THH	BTHS05	A	Operate Basic Security Equipment
THH	BTHS06	A	Apprehend Offenders
THH	BTHS07	A	Screen Baggage and People to Minimise Security Risk
THH	BTHS08	A	Escort and Carry Valuables
THH	BTHS09	A	Control Crowds
THH	BTHS10	A	Employ Batons and Handcuffs
THH	BTHS11	A	Interpret Information from Advanced Security Equipment
THH	BTHS12	A	Operate Central Monitoring / Communication Station
THH	BTHS13	A	Monitor Field Staff Activity from Control Room
THH	BTHS14	A	Operate Security Vehicle
THH	BTHS15	A	Manage Dogs for Patrol
THH	BTHS16	A	Provide Lost and Found Facility
THH	BTHS17	A	Observe and Monitor People
THH	ADTHS01	A	Plan and Conduct Evacuation of Premises
THH	ADTHS02	A	Provide for Safety of VIP's

GENERAL
Customer Service, Sales and Marketing

NATIONAL CODE	*UNIT CODE*	*VERSION DESCRIPTOR*	*UNIT TITLE*
THH	GCS01	A	Develop and Update Local Knowledge
THH	GCS02	A	Promote Products and Services to Customers
THH	GCS03	A	Deal with Conflict Situations
THH	GCS04	A	Make Presentations
THH	GCS05	A	Organise Functions
THH	GCS06	A	Plan and Implement Sales Activities
THH	GCS07	A	Co-ordinate Marketing Activities
THH	GCS08	A	Establish and Conduct Business Relationships

Hygiene, Health, Safety and Security

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GHS01	A	Follow Workplace Hygiene Procedures
THH	GHS02	A	Clean Premises and Equipment
THH	GHS03	A	Provide First Aid

General Administration

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GGA01	A	Communicate on the Telephone
THH	GGA02	A	Perform Clerical Procedures
THH	GGA03	A	Source and Present Information
THH	GGA04	A	Prepare Business Documents
THH	GGA05	A	Plan and Manage Meetings
THH	GGA06	A	Receive and Store Stock
THH	GGA07	A	Control and Order Stock
THH	GGA08	A	Plan and Establish Systems and Procedures

Financial Administration

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GFA01	A	Process Financial Transactions
THH	GFA02	A	Maintain Financial Records
THH	GFA03	A	Audit Financial Procedures
THH	GFA04	A	Prepare Financial Statements
THH	GFA05	A	Manage Payroll Records

Computer Technology

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GCT01	A	Access and Retrieve Computer Data
THH	GCT02	A	Produce Documents on Computer
THH	GCT03	A	Design and Develop Computer Documents, Reports and Worksheets

Training

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GTR01	A	Coach Others in Job Skills
THH	GTR02	A	Train Colleagues in the Workplace
THH	GTR03	A	Prepare for Training
THH	GTR04	A	Deliver Training
THH	GTR05	A	Conduct Assessment
THH	GTR06	A	Review and Promote Training

Leadership
Workplace Operations:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GLE01	A	Monitor Work Operations
THH	GLE02	A	Implement Workplace Health, Safety and Security Procedures
THH	GLE03	A	Develop and Implement Operational Plans
THH	GLE04	A	Establish and Maintain a Safe and Secure Workplace
THH	GLE20	A	Develop and Maintain the Legal Knowledge Required for Business Compliance

People:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GLE05	A	Roster Staff
TH	GLE06	A	Monitor Staff Performance
THH	GLE07	A	Recruit and Select Staff
THH	GLE08	A	Lead and Manage People
THH	GLE09	A	Manage Workplace Diversity
THH	GLE10	A	Manage Workplace Relations
THH	GLE21	A	Provide Mentoring Support to Business Colleagues

Service, Sales & Marketing:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GLE11	A	Manage Quality Customer Service
THH	GLE12	A	Develop and Manage Marketing Strategies

Finance:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GLE13	A	Manage Finances Within a Budget
THH	GLE14	A	Prepare and Monitor Budgets
THH	GLE15	A	Manage Financial Operations

Physical Resources:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GLE16	A	Manage Physical Assets
THH	GLE17	A	Manage and Purchase Stock
THH	GLE18	A	Monitor and Maintain Computer Systems

Business Planning:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GLE19	A	Develop and Implement a Business Plan

ASIAN COOKERY

Chinese

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	CH01	A	Plan a Career in Chinese Cookery
THH	CH02	A	Use the Principles and Methods of Chinese Cookery
THH	CH03	A	Prepare and Produce Guangdong (Cantonese) Food
THH	CH04	A	Prepare and Produce Guangdong and South China Food
THH	CH05	A	Prepare and Produce Sichuan Food
THH	CH06	A	Prepare and Produce Sichuan and West China Food
THH	CH07	A	Prepare and Produce Beijing Food
THH	CH08	A	Prepare and Produce Beijing and North China Food
THH	CH09	A	Prepare and Produce Shanghai Food
THH	CH10	A	Prepare and Produce Shanghai & East China Food
THH	CH11	A	Prepare and Produce Dim Sums (Sweet, Savoury, Desserts)
THH	CH12	A	Prepare and Cook Roast Meat Cuts and Poultry
THH	CH13	A	Design, Plan and Write Chinese Menus
THH	CH14	A	Prepare and Produce Asian Cold Appetiser Presentation
THH	CH15	A	Design and Operate Chinese Restaurant Kitchen

Thai

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	TH01	A	Plan a Career in Thai Cookery
THH	TH02	A	Prepare Curry Paste (Gaeng)
THH	TH03	A	Prepare and Produce Sauces and Dips
THH	TH04	A	Prepare and Produce Salads, Yam and Larp
THH	TH05	A	Prepare and Produce Stocks and Soups (Tom Yam)
THH	TH06	A	Prepare and Produce Meat, Seafood, Poultry and Vegetable Curries
THH	TH07	A	Prepare and Produce Rice and Noodles (Pad, Khanom)
THH	TH08	A	Prepare and Produce Thai Desserts
THH	TH09	A	Design, Plan and Write Thai Menus
THH	TH10	A	Design and Operate a Thai Restaurant Kitchen

Indian

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	INDN01	A	Plan a Career in Indian Cookery
THH	INDN02	A	Prepare and Produce Curry Powder (Masala)
THH	INDN03	A	Prepare and Produce Appetisers and Snacks
THH	INDN04	A	Prepare and Produce Lentils (Dal)
THH	INDN05	A	Prepare and Produce Soups (eg Rasam)
THH	INDN06	A	Prepare and Produce Curries (Kare)
THH	INDN07	A	Prepare and Produce Tandoori food items
THH	INDN08	A	Prepare and Produce Rice (Biryani, Pulao)
THH	INDN09	A	Prepare and Produce Indian Breads
THH	INDN10	A	Prepare and Produce Indian Sweets
THH	INDN11	A	Prepare and Produce Chutney and Pickles
THH	INDN12	A	Design, Plan and Write Indian Menus
THH	INDN13	A	Plan, Design and Operate an Indian Restaurant Kitchen

Indonesian

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	INDO01	A	Plan a Career in Indonesian Cookery
THH	INDO02	A	Prepare and Produce Curry Paste (Bumbu)
THH	INDO03	A	Prepare and Produce Appetisers and Snacks
THH	INDO04	A	Prepare and Produce Salads (Gado-Gado, Urap and Rujuk)
THH	INDO05	A	Prepare and Produce Stocks and Soups (Soto)
THH	INDO06	A	Prepare and Produce Meat, Poultry, Seafood and Vegetable Curries (Kare)
THH	INDO07	A	Prepare and Produce Rice and Noodles (Nasi, Mee)
THH	INDO08	A	Prepare and Produce Sate/Panggang Food Items
THH	INDO09	A	Prepare and Produce Accompaniment - Prawn Crackers (Krupuk) Nut Crackers (Emping Melinjo)
THH	INDO10	A	Prepare and Produce Desserts (Kuih Kuih)
THH	INDO11	A	Design, Plan and Write Indonesian Menus
THH	INDO12	A	Design and Operate an Indonesian Restaurant Kitchen

Malay & Nonya

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	MAL01	A	Plan a Career in Malay-Nonya Cookery
THH	MAL02	A	Prepare and Produce Curry paste (Rempah)
THH	MAL03	A	Prepare and Produce Appetisers and Snacks
THH	MAL04	A	Prepare and Produce Stocks and Soups (Sup)
THH	MAL05	A	Prepare and Produce Meat, Poultry, Seafood and Vegetable Curries (Kare)
THH	MAL06	A	Prepare and Produce Salads and Pickles and (Achar, Kerabu, Rujuk)
THH	MAL07	A	Prepare and Produce Rice and Noodles (Nasi, Mee)
THH	MAL08	A	Prepare and Produce Satay/Panggang Food Items
THH	MAL09	A	Prepare and Produce Malay-Nonya Desserts, (Kuih-Kuih)
THH	MAL10	A	Design, Plan and Write Malay-Nonya Menus
THH	MAL11	A	Plan, Design and Operate Malay-Nonya Kitchen

Japanese

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	JA01	A	Plan a Career in Japanese Cookery
THH	JA02	A	Prepare and Produce Stock and Soups (Dashi, Shirumono Suimono)
THH	JA03	A	Prepare and Produce Appetisers
THH	JA04	A	Prepare and Produce Raw Fish (Sashimi)
THH	JA05	A	Prepare and Produce Steamed, Simmered, Grilled and Deep/Fried Dishes (Nimono, Yakimono, Agemono, Mushmono)
THH	JA06	A	Prepare and Produce Salads and Pickles (Sunomono, Aemono, Tskemono)
THH	JA07	A	Prepare and Produce One Pot Cookery (Nabemono)
THH	JA08	A	Prepare and Produce Rice Cookery (Gohanmono, Sushi)
THH	JA09	A	Prepare and Produce Noodles (Menrui)
THH	JA10	A	Prepare and Fruit Cakes and Sweetmeats (Kudamono Okashi)
THH	JA11	A	Design, Plan and Write Japanese Menus
THH	JA12	A	Design and Operate Japanese Restaurant Kitchen

Vietnamese

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	VIE01	A	Plan a Career in Vietnamese Cookery
THH	VIE02	A	Prepare and Produce Appetisers
THH	VIE03	A	Prepare and Produce Sauces and Dips (Nouc Charm)
THH	VIE04	A	Prepare and Produce Salads
THH	VIE05	A	Prepare and Produce Stocks and Soups (Chao Tom, Canh Chua Ca)
THH	VIE06	A	Prepare and Produce Meat, Poultry, Seafood, Vegetable Dishes
THH	VIE07	A	Prepare and Produce Rice and Noodles
THH	VIE08	A	Prepare and Produce Vietnamese Desserts
THH	VIE09	A	Design, Plan and Write Vietnamese Menus
THH	VIE10	A	Design and Operate a Vietnamese Restaurant Kitchen

NATIONAL COMPETENCY STANDARDS - TOURISM
SUMMARY OF UNITS

Units that may be selected as electives within the Hospitality Qualifications to achieve occupational outcomes

COMMON CORE
(TOURISM/HOSPITALITY)

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	COR01	A	Work with Colleagues and Customers
THT	COR02	A	Work in a Socially Diverse Environment
THT	COR03	A	Follow Health, Safety and Security Procedures

TOURISM CORE

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	TCO01	A	Develop and Update Tourism Industry Knowledge

PLANNING AND PRODUCT DEVELOPMENT UNITS

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	PPD01	A	Create and Implement Strategic Product Development Initiatives
THT	PPD02	A	Research Tourism Data
THT	PPD03	A	Source and Package Tourism Products and Services
THT	PPD04	A	Plan and Implement Minimal Impact Operations
THT	PPD05	A	Plan and Develop Interpretive Activities
THT	PPD06	A	Plan and Develop Ecologically Sustainable Tourism Operations
THT	PPD07	A	Plan and Develop Culturally Appropriate Tourism Operations
THT	PPD08	A	Plan and Develop Meeting/Event Proposal and Bids
THT	PPD09	A	Develop Conference Programs
THT	PPD10	A	Develop and Implement Sponsorship Plans
THT	PPD11	A	Develop and Implement Meeting Event Management Systems and Procedures
THT	PPD12	A	Develop Host Community Awareness of Tourism
THT	PPD13	A	Assess Tourism Opportunities for Local Communities
THT	PPD14	A	Develop and Implement Local/Regional Tourism Plans

SALES AND MARKETING UNITS

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	SMA01	A	Make Presentations
THT	SMA02	A	Plan and Implement Sales Activities
THT	SMA03	A	Co-ordinate Marketing Activities
THT	SMA04	A	Establish and Conduct Business Relationships
THT	SMA05	A	Co-ordinate Marketing Activities
THT	SMA06	A	Create a Promotional Display/Stand

SALES/OFFICE OPERATIONS UNITS

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	SOP01	A	Operate an Automated Information System
THT	SOP02	A	Source and Provide Destination Information and Advice
THT	SOP03	A	Access and Interpret Product Information
THT	SOP04	A	Sell Tourism Products and Services
THT	SOP05	A	Prepare Quotations
THT	SOP06	A	Receive and Process Reservations
THT	SOP07	A	Book and Co-ordinate Supplier Services
THT	SOP08	A	Operate a Computerised Reservations System
THT	SOP09	A	Process Non Air Documentation
THT	SOP10	A	Construct and Ticket Domestic Airfares
THT	SOP11	A	Construct and Ticket Normal International Airfares
THT	SOP12	A	Construct and Ticket Promotional International Airfares
THT	SOP13	A	Apply Advanced Airfare Rules and Procedures
THT	SOP14	A	Administer Billing and Settlement Plan
THT	SOP15	A	Process and Monitor Meeting/Event Registrations
THT	SOP16	A	Organise Functions
THT	SOP17	A	Maintain Product Inventory
THT	SOP18	A	Allocate Tour Resources

FIELD / ON SITE OPERATIONS UNITS
Tour Operations:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	FTO01	A	Conduct Pre-Departure Checks
THT	FTO02	A	Drive Vehicles *
THT	FTO03	A	Drive Coaches / Buses *
THT	FTO04	A	Carry Out Vehicle Maintenance and Minor Repairs *
THT	FTO05	A	Operate and Maintain a 4WD Vehicle
THT	FTO06	A	Set Up and Operate a Campsite
THT	FTO07	A	Provide Campsite Catering
THT	FTO08	A	Operate Tours in a Remote Area

Meetings:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	FME01	A	Coordinate Guest / Delegate Registration at Venue
THT	FME02	A	Provide On Site Meeting / Event Management Services

Tour Guiding:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	FTG01	A	Work as a Tour Guide
THT	FTG02	A	Offer Arrival and Departure Assistance
THT	FTG03	A	Develop and Maintain the General Knowledge Required by Tour Guides
THT	FTG04	A	Coordinate and Operate a Tour
THT	FTG05	A	Lead Tour Groups
THT	FTG06	A	Prepare and Present Tour Commentaries
THT	FTG07	A	Research and Share General Information on Aboriginal and Torres Strait Islander Culture
THT	FTG08	A	Interpret Aspects of Local Aboriginal and Torres Strait Islander Culture
THT	FTG09	A	Present Interpretive Activities
THT	FTG10	A	Develop Interpretive Content for Ecotourism Activities
THT	FTG11	A	Manage Extended Touring Programs

Attractions and Theme Parks:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	FAT01	A	Provide On Site Information & Assistance
THT	FAT02	A	Monitor Entry to Venue
THT	FAT03	A	Conduct Pre-Event Briefing
THT	FAT04	A	Operate a Ride Location
THT	FAT05	A	Load and Unload a Ride
THT	FAT06	A	Maintain Safety in Water Based Rides
THT	FAT07	A	Supervise Ride Operations
THT	FAT08	A	Operate a Games Location
THT	FAT09	A	Carry out Spruiking
THT	FAT10	A	Operate Animal Enclosure / Exhibit
THT	FAT11	A	Provide General Animal Care
THT	FAT12	A	Rescue Animals
THT	FAT13	A	Provide Customers with Information on Animals
THT	FAT14	A	Co-ordinate and Monitor Animal Care
THT	FAT15	A	Train and Condition Animals
THT	FAT16	A	Supervise Animal Enclosures / Exhibits
THT	FAT17	A	Manage Animal Enclosures / Exhibits

GENERAL UNITS
Customer Service

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	GCS01	A	Develop and Update Local Knowledge
THT	GCS02	A	Promote Products and Services to Customers
THT	GCS03	A	Deal With Conflict Situations

Hygiene, Health, Safety and Security:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	GHS01	A	Follow Workplace Hygiene Procedures
THT	GHS02	A	Clean Premises and Equipment
THT	GHS03	A	Provide First Aid

General Administration:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	GGA01	A	Communicate on the Telephone
THT	GGA02	A	Perform Clerical Procedures
THT	GGA03	A	Source and Present Information
THT	GGA04	A	Prepare Business Documents
THT	GGA05	A	Plan and Manage Meetings
THT	GGA06	A	Receive and Store Stock
THT	GGA07	A	Control and Order Stock
THT	GGA08	A	Plan and Establish Systems and Procedures
THT	GGA09	A	Manage Projects

Financial Administration:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	GFA01	A	Process Financial Transactions
THT	GFA02	A	Maintain Financial Records
THT	GFA03	A	Audit Financial Procedures
THT	GFA04	A	Prepare Financial Statements
THT	GFA05	A	Manage Payroll Records

Computer Technology:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	GCT01	A	Access and Retrieve Computer Data
THT	GCT02	A	Produce Documents on Computer
THT	GCT03	A	Design and Develop Computer Documents, Reports and Worksheets

Technical & Maintenance Services:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	GTM01	A	Carry Out General Maintenance
THT	GTM02	A	Carry Out Grounds Maintenance
THT	GTM03	A	Monitor Water Quality
THT	GTM04	A	Carry Out Specialist Maintenance and Construction
THT	GTM05	A	Supervise Maintenance Operations

Merchandise Sales:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	GMR01	A	Sell Merchandise*
THT	GMR02	A	Advise on Products and Services*
THT	GMR03	A	Apply Point of Sale Handling Procedures*
THT	GMR04	A	Minimise Theft*
THT	GMR05	A	Merchandise Products*

Financial Administration:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	GFA01	A	Process Financial Transactions
THT	GFA02	A	Maintain Financial Records
THT	GFA03	A	Audit Financial Procedures
THT	GFA04	A	Prepare Financial Statements
THT	GFA05	A	Manage Payroll Records

Computer Technology:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	GCT01	A	Access and Retrieve Computer Data
THT	GCT02	A	Produce Documents on Computer
THT	GCT03	A	Design and Develop Computer Documents, Reports and Worksheets

Technical & Maintenance Services:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	GTM01	A	Carry Out General Maintenance
THT	GTM02	A	Carry Out Grounds Maintenance
THT	GTM03	A	Monitor Water Quality
THT	GTM04	A	Carry Out Specialist Maintenance and Construction
THT	GTM05	A	Supervise Maintenance Operations

Merchandise Sales:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	GMR01	A	Sell Merchandise*
THT	GMR02	A	Advise on Products and Services*
THT	GMR03	A	Apply Point of Sale Handling Procedures*
THT	GMR04	A	Minimise Theft*
THT	GMR05	A	Merchandise Products*

COMPONENT 2

QUALIFICATIONS FRAMEWORK

COMPONENT 2: QUALIFICATIONS FRAMEWORK

INTRODUCTION

The Hospitality Training Package Qualifications Framework has been developed in conjunction with the Hospitality Industry and with reference to the ANTA Guidelines for Training Package Developers.

The Framework describes the requirements for 18 specific qualifications across the industry streams of Commercial Cookery, Asian Cookery, Commercial Catering, Patisserie, Security, Food and Beverage, Front Office, Housekeeping and Gaming. Some customisation is possible within these qualifications which may be reflected in the qualification title.

PATHWAYS

The Qualifications Framework demonstrates that pathways to a qualification are varied and that movement can occur across functional areas. All qualifications have a "Common Core" of Units, and General Units are packaged with stream specific units in all areas to achieve an occupational outcome.

DEFINING QUALIFICATIONS

Each qualification is defined by a set of competency units which the industry has endorsed as appropriate to the level of qualification. As discussed in the overall introduction to this document, for most industry areas the new qualification structures equate to the current qualification structures, ensuring a smooth changeover to the new system.

PRINCIPLES BEHIND THE PACKAGING OF QUALIFICATIONS

The following principles support the qualifications found in the Hospitality Training Package.

1.   The packaging and alignment of competency units and identification of qualifications for the training package has been based on:

    ➢ widespread industry consultation
    ➢ the Guidelines for Training Package Developers
    ➢ AQF descriptors.

2.   The qualifications are designed to:

    ➢ meet the needs of industry
    ➢ recognise industry streams and functional areas
    ➢ maximise flexibility
    ➢ create a wide range of career path opportunities for trainees and potential trainees within the industry.

3.   Qualifications are packaged using the "building block" approach, clearly demonstrating the additional units required for qualifications at each level.

4.   The number of units included in each qualification is based on the occupational level, industry consultation and licensing requirements (eg. Security).

5.   Qualifications which are comprised of competency units that are linked clearly to one or two functional areas may have those functional areas included in the title eg. Certificate IV in Hospitality (Food and Beverage Service Supervision).

QUALIFICATIONS FEATURES

PACKAGING

Packaging is based on industry consultation conducted during the standards review phase, and industry consultation held at the time current minimum requirements for qualifications in Hospitality were determined.

The following strategies have been used:

> ➢ alignment of competency units to specific functional areas and occupational outcomes
> ➢ a common core of units across all qualifications
> ➢ flexibility to allow for selection of units from various functional areas.

National Workplace Trainer and Assessor Units (Hospitality Industry equivalents) have been included in qualifications at the higher levels. Provision has been made for the inclusion of a minimal number of units from other industry areas, such as Tourism or Retail.

ALIGNMENT TO THE AUSTRALIAN QUALIFICATIONS FRAMEWORK

The package includes the following features:

> ➢ identified qualifications at all levels required by the industry in line with employment outcomes and demand
> ➢ alignment of qualifications to each level is demonstrated in the qualification documentation.

QUALIFICATION TITLING

Each qualification title indicates the level in relation to the AQF ie.

AQF 1	Certificate I
AQF 2	Certificate II
AQF 3	Certificate III
AQF 4	Certificate IV
AQF 5	Diploma
AQF 6	Advanced Diploma

> ➢ Each qualification within the Hospitality Training Package has been given a recommended title. This title will then be used by all Registered Training Organisations responsible for issuing qualifications.

> ➢ Each qualification carries the industry descriptor ie. Hospitality.

> ➢ Qualifications reflecting a specific functional area/s (maximum of two) carry the functional area/s title in brackets eg. Certificate I in Hospitality (Beverage Service).

> ➢ Qualifications which allow a selection of Units from a range of functional areas do not include a functional area in the title eg. Advanced Diploma in Hospitality, Certificate III in Hospitality (General Operations).

> ➢ The requirements to achieve each qualification is completion of the competency units identified.

> ➢ Given that lower level courses are embedded within higher level courses, no prerequisite qualifications are specified.

CUSTOMISATION OF QUALIFICATIONS

The qualifications for the Hospitality industry have been developed in a manner which allows particular industry sectors and enterprises to customise each qualification to meet specific needs. The qualifications seek to ensure national integrity while maintaining flexibility:

> ➢ Specification of Core Units for each qualification ensures integrity.
> ➢ Choice of a wide range of elective units provides flexibility.

There are a number of specific points to note on customisation of qualifications:

➢ Units from other endorsed enterprise standards may be included in any qualification as additional elective units.
➢ Units from other endorsed industry training packages may be added to any qualification as additional elective units. Individual; qualifications highlight where this may be appropriate. The suggestions made in the individual qualifications are not exhaustive and different units could be appropriate to individual circumstances.
➢ Where any units of competency developed by other industries or enterprises are used, assessment must meet the requirements of those industries.
➢ Should a need be identified for a qualification that falls outside of the industry frameworks, this should be negotiated with the local industry to ensure relevance and suitability. It would then need to be accredited by the relevant State/Territory Recognition Authority. Given the flexibility of the new framework, it is not considered likely that this will occur on a regular basis.

INTERPRETATION OF QUALIFICATION TITLES UNDER THE

HOSPITALITY TRAINING PACKAGE

Under the Hospitality Training Package, following is the interpretation of the qualification framework.

Certificate I (in any of the functional areas) ***plus*** **Certificate I in Hospitality (Kitchen Attending)** **TOTAL 2**	***Certificate II*** Security Commercial Cookery Patisserie Commercial Catering Asian **TOTAL 5**
Certificate III Security Commercial Cookery Patisserie Commercial Catering Asian **TOTAL 5**	***Certificate IV*** Commercial Cookery Patisserie Commercial Catering Asian Cookery **TOTAL 4**
Diploma Diploma of Hospitality **TOTAL 1**	***Advanced Diploma*** Advanced Diploma of Hospitality **TOTAL 1**

TOTAL 18 specific qualifications across the industry streams of Commercial Cookery, Asian Cookery, Commercial Catering, Patisserie, Security, Food and Beverage, Front Office, Housekeeping and Gaming.

There are various qualification titles that can then be gleaned from this framework. They are listed following each of the Hospitality Qualifications. Hospitality Security, Commercial Catering, Patisserie, and Asian Cookery qualification titles have also been included with the Hospitality listings for easy reference.

These titles correspond with those listed on the National Training Industry System (NTIS). In total there are 86 possible qualification titles that can be developed from within the Hospitality Industry Qualification Framework Customisation of Qualifications.

USE OF COMPETENCY UNITS FROM OTHER INDUSTRIES

The Hospitality Training Package Qualifications Framework allows for the inclusion of competency units from other industries. Addition of further competencies may only occur subject to consultation with Tourism Training Australia and other relevant training authorities.

NEW APPRENTICESHIPS AND TRAINEESHIPS

The Hospitality Training Package provides an opportunity for the development of a range of traineeships. Existing Traineeship and Apprenticeship qualification structures for Hospitality, Commercial Catering and Commercial Cookery have been maintained.

➢ Development of New Apprenticeships/Traineeships should take account of the characteristics of industry at a local level.

➢ New Apprenticeships/Traineeships in Hospitality must include effective assessment and this is the responsibility of the registered Training Organisation. Assessment must include an integrated skills assessment after a period of workplace employment to include as a minimum:
  • portfolio of evidence that demonstrated satisfactory workplace performance
  • supporting evidence of competency from employer.

➢ Estimation of the time to complete New Apprenticeships/Traineeships in Hospitality should be negotiated at State and Territory level. The diversity of the Hospitality industry, its many sectors highlight the need for local consultation to take place in order to ensure that the New Apprenticeships/Traineeships meet local industry needs.

➢ Further New Apprenticeships/Traineeships may already be identified at Level II or III within the Hospitality Training Package. There is the potential for any qualification level within the Hospitality Training Package to be used to structure a Traineeship or Apprenticeship. Details of qualifications follow.

➢ State/Territory Training Agencies, enterprises and providers have the opportunity to develop traineeships from the Qualification Framework based on the needs of industry. Existing traineeship structures have been incorporated within the new Qualifications Framework.

HOSPITALITY INDUSTRY QUALIFICATIONS FRAMEWORK

CERTIFICATE I IN HOSPITALITY (HOSPITALITY FUNCTIONAL AREA*)

*   The Hospitality functional areas for this qualification are:- Food Service, Beverage Service, Gaming, Housekeeping, & Front Office.

Only ONE functional area may be selected. The qualification title reflects the industry functional area from which Competency Units are selected.

The requirements for a Certificate I in Hospitality will comprise of the following units:

Core Units
THHCOR01A	Work with Colleagues and Customers
THHCOR02A	Work in a Socially Diverse Environment
THHCOR03A	Follow Health, Safety and Security Procedures
THHHCO01A	Develop and Update Hospitality Industry Knowledge

plus
THHGHS01A	Follow Workplace Hygiene Procedures

plus
A minimum of two (2) units from one of the functional areas of Food, or Beverage, or Gaming, or Front Office or Housekeeping. Any units selected from the functional areas must be relevant to the occupational outcome sought and should be appropriate to the AQF level. Where the competencies involve the service of alcohol, the Unit THHBFB09A Provide Responsible Service of Alcohol must be included. For example:

Food Service:	THHBFB02/3A	Provide Food and Beverage Service
	THHBFB10A	Prepare and Serve Non-Alcoholic Beverages
	THHBFB02/3aA	Provide a Link Between Kitchen and Service Areas
Beverage Service:	THHBFB02/3aA	Provide a Link Between Kitchen and Service Areas
	THHBFB04A	Provide Table Service of Alcoholic Beverages
	THHBFB10A	Prepare and Serve Non-Alcoholic Beverages
	THHBFB09A	Provide Responsible Service of Alcohol
Housekeeping:	THHBH01A	Provide Housekeeping Services to Guests
	THHBH02A	Clean Premises and Equipment
	THHBH03/4A	Prepare Rooms for Guests

CERTIFICATE I

NATIONAL QUALIFICATION CODE	NATIONAL QUALIFICATION TITLE
THH10197	Certificate I in Hospitality (Food Service)
THH10297	Certificate I in Hospitality (Beverage Service)
THH10397	Certificate I in Hospitality (Gaming)
THH10497	Certificate I in Hospitality (Housekeeping)
THH10597	Certificate I in Hospitality (Front Office)
THH10697	Certificate I in Hospitality (Kitchen Attending)
THH10797	Certificate I in Hospitality (Commercial Cookery)
THH10897	Certificate I in Hospitality (Commercial Catering)
THH10997	Certificate I in Hospitality (Asian Cookery)

CERTIFICATE II IN HOSPITALITY (HOSPITALITY FUNCTIONAL AREAS*)

*   The Hospitality functional areas for this qualification are:- Food Service, Beverage Service, Gaming, Housekeeping, & Front Office.

Only TWO functional areas may be selected. The qualification title reflects the two industry functional areas from where Competency Units are selected.

The requirements for a Certificate II in Hospitality will comprise of the following units:

Core Units
THHCOR01A   Work with Colleagues and Customers
THHCOR02A   Work in a Socially Diverse Environment
THHCOR03A   Follow Health, Safety and Security Procedures
THHHCO01A   Develop and Update Hospitality Industry Knowledge

Plus
THHGHS01A   Follow Workplace Hygiene Procedures

plus
A minimum of three (3) General Units, necessary to achieve the desired occupational outcome.

plus
A minimum of four (4) units from one of the functional areas of Food, or Beverage, or Gaming, or Front Office or Housekeeping. Any units selected from the functional areas must be relevant to the occupational outcome sought and should be appropriate to the AQF level.

Where the competencies involve the service of alcohol, the Unit THHBFB09A Provide Responsible Service of Alcohol must be included.

For example:

Food Service/		
Beverage Service:	THHBFB01aA	Clean and Tidy Bar Areas
	THHBFB01A	Operate a Bar
	THHBFB02/3A	Provide Food and Beverage Service
	THHBFB09A	Provide Responsible Service of Alcohol
	THHGCS02A	Promote Products and Services to Customers
	THHGGA01A	Communicate on the Telephone
	THHGFA01A	Process Financial Transactions
Beverage Service/		
Gaming:	THHBG01A	Operate a Gaming Location
	THHBG02A	Operate a TAB Outlet
	THHBG03A	Conduct a Keno Game
	THHBFB01aA	Clean and Tidy Bar Areas
	THHBFB01A	Operate a Bar
	THHBFB09A	Provide Responsible Service of Alcohol
	THHGFA01A	Process Financial Transactions
	THHGCS02A	Promote Products and Services to Customers
	THHGGA01A	Communicate on the Telephone
Front Office/		
Food Service:	THHBFO01A	Receive and Process Reservations
	THHBFO02/3A	Provide Accommodation Reception Services

THHBFO07A	Communicate on the Telephone
THHGGA02A	Perform Clerical Procedures
THHBFB02/3A	Provide Food and Beverage Service
THHBFB02/3aA	Provide a Link Between Kitchen and Service Areas
THHGCS01A	Develop and Update Local Knowledge
THHBFB09A	Provide Responsible Service of Alcohol
THHGCS02A	Promote Products and Services to Customers

CERTIFICATE II

NATIONAL QUALIFICATION CODE	NATIONAL QUALIFICATION TITLE
THH20197	Certificate II in Hospitality (Food and Beverage Service)
THH20297	Certificate II in Hospitality (Food Service and Gaming)
THH20397	Certificate II in Hospitality (Food Service and Front Office)
THH20497	Certificate II in Hospitality (Food Service and Housekeeping)
THH20597	Certificate II in Hospitality (Beverage Service and Gaming)
THH20697	Certificate II in Hospitality (Beverage Service and Front Office)
THH20797	Certificate II in Hospitality (Beverage and Housekeeping)
THH20897	Certificate II in Hospitality (Gaming and Front Office)
THH20997	Certificate II in Hospitality (Gaming and Housekeeping)
THH21097	Certificate II in Hospitality (Front Office and Housekeeping)
THH21197	Certificate II in Hospitality (Security)
THH21297	Certificate II in Hospitality (Commercial Cookery)
THH21397	Certificate II in Hospitality (Patisserie)
THH21497	Certificate II in Hospitality (Commercial Catering)
THH21597	Certificate II in Hospitality (Catering - Health, Defence & Community Care)
THH21697	Certificate II in Hospitality (Catering - Cook Chill)
THH21797	Certificate II in Hospitality (Asian Cookery)

CERTIFICATE III IN HOSPITALITY (HOSPITALITY FUNCTIONAL AREA/S*)

* The Hospitality functional areas for this qualification are:- Food Service, Beverage Service, Gaming, Housekeeping, & Front Office.

ONE or TWO functional areas may be selected. The qualification title reflects the industry functional area/s from where the Competency Units are selected.

Where two hospitality functional areas are selected, a minimum of two (2) Competency Units from the relevant functional areas must be included.

The requirements for a Certificate III in Hospitality will comprise of the following units:

Core Units
THHCOR01A	Work with Colleagues and Customers
THHCOR02A	Work in a Socially Diverse Environment
THHCOR03A	Follow Health, Safety and Security Procedures
THHHCO01A	Develop and Update Hospitality Industry Knowledge

plus
THHGHS01A	Follow Workplace Hygiene Procedures

plus
THHGTR01A	Coach Others in Job Skills
THHGCS02A	Promote Products and Services to Customers
THHGCS03A	Deal with Conflict Situations
THHGGA01A	Communicate on the Telephone

plus
A minimum of three (3) General Units in addition to those listed above necessary to achieve the desired occupational outcome eg. Functions Captain, Shift Leader, Specialist Waiter, Sommelier

plus
A minimum of eight (8) units from the functional areas of Food, Beverage, Gaming, Front Office and/or Housekeeping. Units may be drawn from one other relevant occupational stream within a Training Package eg. Tourism units from the Tourism Training Package. However, the majority of units must be drawn from Hospitality functional areas (ie. Food, Beverage, Gaming, Front Office and Housekeeping).

Any units selected from the functional areas must be relevant to the occupational outcome sought and should be appropriate to the AQF level. Hence the qualification title must reflect vocational outcomes.

Where the competencies involve the service of alcohol, the Unit THHBFB09A Provide Responsible Service of Alcohol must be included.

Where Tourism Units are selected from the Tourism Training Package the following units may be chosen:

Core Units
THTTCO01A   Develop and Update Tourism Industry Knowledge

Sales/Office Operations
THTSOP02A   Source and Provide Destination Information and Advice
THTSOP03A   Access and Interpret Product Information
THTSOP04A   Sell Tourism Products and Services
THTSOP05A   Prepare Quotations
THTSOP07A   Book and Coordinate Supplier Services
THTSOP08A   Operate a Computerised Reservations System
THTSOP09A   Process Non Air Documentation
THTSOP10A   Construct a Ticket Domestic Airfares
THTSOP11A   Construct and Ticket Normal International Airfares
THTSOP12A   Construct and Ticket Promotional International Airfare
THTSOP15A   Process and Monitor Meeting/Event Registration
Meetings
THTFME01A   Coordinate Guest Delegate Registrations at Venue

Attractions and Theme Parks
THTFAT01A   Provide on Site Information and Assistance

Tour Guiding
THTFTG01A   Work as a Guide
THTFTG03A   Develop and Maintain the General Knowledge Required By Tour
                   Guides
THTFTG06A   Prepare and Present Tours

CERTIFICATE III

NATIONAL QUALIFICATION CODE	NATIONAL QUALIFICATION TITLE
THH30197	Certificate III in Hospitality (Beverage Service)
THH30297	Certificate III in Hospitality (Front Office)
THH30397	Certificate III in Hospitality (Gaming)
THH30497	Certificate III in Hospitality (Food and Beverage Service)
THH30597	Certificate III in Hospitality (Food Service and Gaming)
THH30697	Certificate III in Hospitality (Food Service and Front Office)
THH30797	Certificate III in Hospitality (Food Service and Housekeeping)
THH30897	Certificate III in Hospitality (Beverage Service and Gaming)
THH30997	Certificate III in Hospitality (Beverage Service and Front Office)
THH31097	Certificate III in Hospitality (Beverage Service and Housekeeping)
THH31197	Certificate III in Hospitality (Gaming and Front Office)
THH31297	Certificate III in Hospitality (Gaming and Housekeeping)
THH31397	Certificate III in Hospitality (Front Office and Housekeeping)
THH31497	Certificate III in Hospitality (Security)
THH31597	Certificate III in Hospitality (Commercial Cookery
THH31697	Certificate III in Hospitality (Patisserie)
THH31797	Certificate III in Hospitality (Commercial Catering)
THH31897	Certificate III in Hospitality (Catering - Health Defence & Community Care)

NATIONAL QUALIFICATION CODE	NATIONAL QUALIFICATION TITLE
THH31997	Certificate III in Hospitality (Catering - Cook Chill)
THH32097	Certificate III in Hospitality (Asian Cookery - Chinese)
THH32197	Certificate III in Hospitality (Asian Cookery - Thai)
THH32297	Certificate III in Hospitality (Asia Cookery - Indian)
THH32397	Certificate III in Hospitality (Asian Cookery - Indonesian)
THH32497	Certificate III in Hospitality (Asian Cookery - Malay and Nonya)
THH32597	Certificate III in Hospitality (Asian Cookery - Japanese)
THH32697	Certificate III in Hospitality (Asian Cookery - Vietnamese)

CERTIFICATE IV IN HOSPITALITY

(HOSPITALITY FUNCTIONAL AREA/S SUPERVISION*)

* **The Hospitality functional areas for this qualification are:- Food Service, Beverage Service, Gaming, Housekeeping, & Front Office.**

ONE or TWO functional areas may be selected. The qualification title reflects the two industry functional areas from where the Competency Units are selected. Eg. Front Office Supervision, Food and Beverage Supervision.

Where two hospitality functional areas are selected, a minimum of two (2) Competency Units from the relevant functional areas must be included.

The requirements for a Certificate IV in Hospitality will comprise of the following units:

Core Units

THHCOR01A	Work with Colleagues and Customers
THHCOR02A	Work in a Socially Diverse Environment
THHCOR03A	Follow Health, Safety and Security Procedures
THHHCO01A	Develop and Update Hospitality Industry Knowledge

plus

THHGHS01A	Follow Workplace Hygiene Procedures

plus

THHGTR01A	Coach Others in Job Skills
THHGCS02A	Promote Products and Services to Customers
THHGCS03A	Deal with Conflict Situations
THHGGA01A	Communicate on the Telephone
THHGLE01A	Monitor Work Operations
THHGLE02A	Implement Workplace Health, Safety and Security Procedures
THHGLE08A	Lead and Manage People

plus

THHGLE07A	Recruit and Select Staff
THHGLE06A	Monitor Staff Performance
THHGGA02A	Perform Clerical Procedures
THHGGA07A	Control and Order Stock
THHGLE13A	Manage Finances Within a Budget
THHGLE05A	Roster Staff
THHGTR02A	Train Colleagues in the Workplace

plus

A minimum of three (3) General Units in addition to those listed above necessary to achieve the desired occupational outcome.

plus

A minimum of eight (8) units from the functional areas of Food, Beverage, Gaming, Front Office and/or Housekeeping. Units may be drawn from one other relevant occupational streams within a Training Package eg. Tourism units from the Tourism Training Package. However, the majority of units must be drawn from Hospitality functional areas (ie. Food, Beverage, Gaming, Front Office and Housekeeping).

Any units selected from the functional areas must be relevant to the occupational outcome sought and should be appropriate to the AQF level. Hence the qualification title must reflect vocational outcomes.

Where the competencies involve the service of alcohol, the Unit THHBFB09A Provide Responsible Service of Alcohol must be included.

Where Tourism Units are selected from the Tourism Training Package the following units may be chosen:

Core Units
THTTCO01A   Develop and Update Tourism Industry Knowledge

Tour Guiding
THFTG01A   Work as a Guide
THTFG03A   Develop and Maintain the General Knowledge Required By Guides
THFTG06A   Prepare and Present Tour Commentaries

Sales and Marketing
THTSMA01A   Make Presentations
THTSMA02A   Plan and Implement Sales Activities
THTSMA03A   Coordinate Marketing Activities
THTSMA04A   Establish and Conduct Business Relationships
THTSMA06A   Create a Promotional Display/Stand

CERTIFICATE IV

NATIONAL QUALIFICATION CODE	NATIONAL QUALIFICATION TITLE
THH40197	Certificate IV in Hospitality (Beverage Service Supervision)
THH40297	Certificate IV in Hospitality (Front Office Supervision)
THH40397	Certificate IV in Hospitality (Food and Beverage Service Supervision)
THH40497	Certificate IV in Hospitality (Food Service and Gaming Supervision)
THH40597	Certificate IV in Hospitality (Food Service and Front Office Supervision)
THH40697	Certificate IV in Hospitality (Food Service and Housekeeping Supervision)
THH40797	Certificate IV in Hospitality (Beverage Service and Gaming Supervision)
THH40897	Certificate IV in Hospitality (Beverage Service and Front Office Supervision)
THH40997	Certificate IV in Hospitality (Beverage Service and Housekeeping Supervision)
THH41097	Certificate IV in Hospitality (Gaming and Front Office Supervision)
THH41197	Certificate IV in Hospitality (Gaming and Housekeeping Supervision)
THH41297	Certificate IV in Hospitality (Front Office and Housekeeping Supervision)
THH41397	Certificate IV in Hospitality (Commercial Cookery)
THH41497	Certificate IV in Hospitality (Patisserie)
THH41597	Certificate IV in Hospitality (Commercial Catering)

NATIONAL QUALIFICATION CODE	NATIONAL QUALIFICATION TITLE
THH41697	Certificate IV in Hospitality (Asian Cookery - Chinese)
THH41797	Certificate IV in Hospitality (Asian Cookery - Thai)
THH41897	Certificate IV in Hospitality (Asian Cookery - Indian)
THH41997	Certificate IV in Hospitality (Asian Cookery - Indonesian)
THH42097	Certificate IV in Hospitality (Asian Cookery - Malay and Nonya)
THH42197	Certificate IV in Hospitality (Asian Cookery - Japanese)
THH42297	Certificate IV in Hospitality (Asian Cookery - Vietnamese)

DIPLOMA OF HOSPITALITY (HOSPITALITY FUNCTIONAL AREA/S*)

*   The Hospitality functional areas for this qualification are:- Food Service, Beverage Service, Gaming, Housekeeping, & Front Office.

The qualification title may reflect a minimum of two industry functional areas from where the Competency Units are selected.

Where two hospitality functional areas are selected, a minimum of two (2) Competency Units from the relevant functional areas must be included.

Where units are selected from more than two functional areas, the qualification title stands on its own as a "Diploma of Hospitality"

The requirements for a Diploma of Hospitality will comprise of the following units:

Core Units

THHCOR01A	Work with Colleagues and Customers
THHCOR02A	Work in a Socially Diverse Environment
THHCOR03A	Follow Health, Safety and Security Procedures
THHHCO01A	Develop and Update Hospitality Industry Knowledge

plus

THHGHS01A	Follow Workplace Hygiene Procedures

plus

THHGTR01A	Coach Others in Job Skills
THHGCS02A	Promote Products and Services to Customers
THHGCS03A	Deal with Conflict Situations
THHGGA01A	Communicate on the Telephone
THHGLE01A	Monitor Work Operations
THHGLE02A	Implement Workplace Health, Safety and Security Procedures
THHGLE08A	Lead and Manage People

plus

THHGLE07A	Recruit and Select Staff
THHGLE06A	Monitor Staff Performance
THHGGA02A	Perform Clerical Procedures
THHGGA07A	Control and Order Stock
THHGLE13A	Manage Finances within a Budget
THHGLE05A	Roster Staff
THHGTR02A	Train Colleagues in the Workplace

plus

THHGFA02A	Maintain Financial Records
THHGLE03A	Develop and Implement Operational Plans
THHGLE09A	Manage Workplace Diversity
THHGLE10A	Manage Workplace Relations
THHGLE11A	Manage Quality Service
THHGLE17A	Manage and Purchase Stock

plus

A minimum of three (3) General Units in addition to those listed above necessary to achieve the desired occupational outcome.

plus

A minimum of eight (8) units from the functional areas of Food, Beverage, Gaming, Front Office and/or Housekeeping. Units may be drawn from one other relevant occupational

streams within a Training Package eg. Tourism units from the Tourism Training Package. However, the majority of units must be drawn from Hospitality functional areas (ie. Food, Beverage, Gaming, Front Office and Housekeeping).

Any units selected from the functional areas must be relevant to the occupational outcome sought and should be appropriate to the AQF level. Hence the qualification title must reflect vocational outcomes.

Where the competencies involve the service of alcohol, the Unit THHBFB09A Provide Responsible Service of Alcohol must be included.

Where Tourism Units are selected from the Tourism Training Package the following units may be chosen:

Core Units
THTTCO01A   Develop and Update Tourism Industry Knowledge

Sales and Marketing
THTSMA03A   Coordinate Marketing Activities
THTSMA04A   Establish and Conduct Business Relationships
THTSMA05A   Coordinate the Production of Brochures and Marketing Materials

Planning and Product Development Units
THTPPD01A   Create and Implement Strategic Product Development Initiatives
THTPPD02A   Research Tourism Data
THTPPD03A   Source and Package Tourism Product and Services
THTPPD08A   Plan and Develop Meeting/Event Proposals and Bids
THTPPD09A   Develop Conference Programs
THTPPD11A   Develop and Implement Meeting Event Management Systems and Procedures

Meetings
THTFME02A   Provide on Site Meeting/Event Management Services

DIPLOMA

NATIONAL QUALIFICATION CODE	NATIONAL QUALIFICATION TITLE
THH50197	Diploma of Hospitality
THH50297	Diploma of Hospitality (Food and Beverage Service)
THH50397	Diploma of Hospitality (Food Service and Gaming)
THH50497	Diploma of Hospitality (Food Service and Front Office)
THH50597	Diploma of Hospitality (Food Service and Housekeeping)
THH50697	Diploma of Hospitality (Beverage Service and Gaming)
THH50797	Diploma of Hospitality (Beverage Service and Front Office)
THH50897	Diploma of Hospitality (Beverage Service and Housekeeping)
THH50997	Diploma of Hospitality (Gaming and Front Office)
THH51097	Diploma of Hospitality (Gaming and Housekeeping)
THH51197	Diploma of Hospitality (Front Office and Housekeeping)

ADVANCED DIPLOMA OF HOSPITALITY

The requirements for an Advanced Diploma of Hospitality will comprise of the following Units:

Core Units

THHCOR01A	Work with Colleagues and Customers
THHCOR02A	Work in a Socially Diverse Environment
THHCOR03A	Follow Health, Safety and Security Procedures
THHHCO01A	Develop and Update Hospitality Industry Knowledge

plus

THHGHS01A	Follow Workplace Hygiene Procedures

plus

THHGTR01A	Coach Others in Job Skills
THHGCS02A	Promote Products and Services to Customers
THHGCS03A	Deal with Conflict Situations
THHGGA01A	Communicate on the Telephone
THHGLE01A	Monitor Work Operations
THHGLE02A	Implement Workplace Health, Safety and Security Procedures
THHGLE08A	Lead and Manage People

plus

THHGLE07A	Recruit and Select Staff
THHGLE06A	Monitor Staff Performance
THHGGA02A	Perform Clerical Procedures
THHGGA07A	Control and Order Stock
THHGLE13A	Manage Finances within a Budget
THHGLE05A	Roster Staff
THHGTR02A	Train Colleagues in the Workplace

plus

THHGFA02A	Maintain Financial Records
THHGLE03A	Develop and Implement Operational Plans
THHGLE09A	Manage Workplace Diversity
THHGLE10A	Manage Workplace Relations
THHGLE11A	Manage Quality Service
THHGLE17A	Manage and Purchase Stock

plus

THHGCS08A	Establish and Conduct Business Relationships
THHGGA05A	Plan and Manage Meetings
THHGGA08A	Plan and Establish Systems and Procedures
THHGFA03A	Audit Financial Procedures
THHGCT01A	Access and Retrieve Computer Data
THHGCT02A	Produce Documents on Computer
THHGCT03A	Design and Develop Computer Documents, Reports and Worksheets
THHGLE12A	Develop and Maintain Marketing Strategies
THHGLE14A	Prepare and Monitor Budgets
THHGLE19A	Develop and Implement a Business Plan
THHGLE20A	Develop and Maintain the Legal Knowledge Required for Business Compliance
THHGLE21A	Provide Mentoring Support to Business Colleagues
THHGTR05A	Conduct Assessment

plus
A minimum of three (3) General Units in addition to those listed above necessary to achieve the desired occupational outcome.

plus
A minimum of eight (8) units from the functional areas of Food, Beverage, Gaming, Front Office and/or Housekeeping. Units may be drawn from one other relevant occupational streams within a Training Package eg. Tourism units from the Tourism Training Package. However, the majority of units must be drawn from Hospitality functional areas (ie. Food, Beverage, Gaming, Front Office and Housekeeping).

Any units selected from the functional areas must be relevant to the occupational outcome sought and should be appropriate to the AQF level.

Where the competencies involve the service of alcohol, the Unit THHBFB09A Provide Responsible Service of Alcohol must be included.

Where Tourism Units are selected from the Tourism Training Package the following units may be chosen:

Core Units
THTTCO01A   Develop and Update Tourism Industry Knowledge

Sales and Marketing
THTSMA04A   Establish and Conduct Business Relationships

ADVANCED DIPLOMA

NATIONAL QUALIFICATION CODE	NATIONAL QUALIFICATION TITLE
THH60197T	Advanced Diploma of Hospitality

SECURITY

CERTIFICATE II IN HOSPITALITY (SECURITY)

The requirements for a Certificate II in Hospitality (Security) will comprise of the following units:

Core Units
THHCOR01A   Work with Colleagues and Customers
THHCOR02A   Work in a Socially Diverse Environment
THHCOR03A   Follow Health, Safety and Security Procedures
THHHCO01A   Develop and Update Hospitality Industry Knowledge

plus
THHBTHS01A   Maintain the Security of Premises and Property
THHBTHS02A   Determine and Use Reasonable Security Force to Control Access to and Exit from Premises
THHBTHS03A   Maintain Safety of Premises and Personnel
THHBTHS04A   Manage Intoxicated Persons
THHBTHS05A   Operate Basic Security Equipment
THHBTHS06A   Apprehend Offenders
THHBTHS07A   Screen Baggage and People to Minimise Security Risk
THHBTHS08A   Escort and Carry Valuables
THHBTHS09A   Control Crowds
THHBTHS11A   Interpret Information from Advanced Security Equipment
THHBTHS16A   Provide Lost and Found Facility
THHBTHS17A   Observe and Monitor People
THHATHS01A   Plan and Conduct Evacuation of Premises
THHGHSO3A   Provide First Aid
THHGCSO3A   Deal with Conflict Situations
Unit 7   Manage Own Performance (National Security Industry Competency Standard)

plus
A minimum of one of the following Units:
THHBTHS13A   Monitor Field Staff Activity from Control Room
THHBTHS12A   Operate Central Monitoring/Communication Station

plus
THHBFB09A   Provide Responsible Service of Alcohol

CERTIFICATE III IN HOSPITALITY (SECURITY)

The requirements for a Certificate III in Hospitality (Security) will comprise of the following units:

Core Units
THHCOR01A	Work with Colleagues and Customers
THHCOR02A	Work in a Diverse Environment
THHCOR03A	Follow Health, Safety and Security Procedures
THHHCO01A	Develop and Update Hospitality Industry Knowledge

plus
THHBTHS01A	Maintain the Security of Premises and Property
THHBTHS02A	Determine and Use Reasonable Security Force to Control Access to and Exit from Premises
THHBTHS03A	Maintain Safety of Premises and Personnel
THHBTHS04A	Manage Intoxicated Persons
THHBTHS05A	Operate Basic Security Equipment
THHBTHS06A	Apprehend Offenders
THHBTHS07A	Screen Baggage and People to Minimise Security Risk
THHBTHS08A	Escort and Carry Valuables
THHBTHS09A	Control Crowds
THHBTHS11A	Interpret Information from Advanced Security Equipment
THHBTHS17A	Observe and Monitor People
THHBTHS16A	Provide Lost and Found Facility
THHATHS01A	Plan and Conduct Evacuation of Premises
THHGHS03A	Provide First Aid
THHGLE01A	Monitor Work Operations
THHGLE08A	Lead and Manage People
THHGCS03A	Deal with Conflict Situations
Unit 7	Manage Own Performance (National Security Industry Competency Standard)

plus
THHBTHS12A	Operate Central Monitoring/Communication Station
THHBTHS13A	Monitor Field Staff Activity from Control Room
THHATHS02A	Provide for Safety of VIP's
THHGTR02A	Train Colleagues in the Workplace
THHGLE01A	Monitor Work Operations
THHGLE08A	Lead and Manage People

plus
A minimum of 1 of the following Units:
THHBTHS10A	Employ Batons and Handcuffs
THHBTHS14A	Operate Security Vehicles
THHBTHS15A	Manage Dogs for Patrol

plus
THHBFB09A	Provide Responsible Service of Alcohol

COMMERCIAL COOKERY

CERTIFICATE I IN HOSPITALITY (KITCHEN ATTENDING)

The requirements for a Certificate I in Hospitality (Kitchen Attending) will comprise of the following units:

Core Units

THHCOR01A	Work with Colleagues and Customers
THHCOR02A	Work in a Socially Diverse Environment
THHCOR03A	Follow Health, Safety and Security Procedures
THHHCO01A	Develop and Update Hospitality Industry Knowledge

plus

THHGHS01A	Follow Workplace Hygiene Procedures

plus

THHBKA01A	Organise and Prepare Food
THHBKA02A	Present Food
THHBKA03A	Receive and Store Stock
THHBKA04A	Clean and Maintain Premises

CERTIFICATE I IN HOSPITALITY (COMMERCIAL COOKERY)

The requirements for a Certificate I in Hospitality (Commercial Cookery) will comprise of the following units:

Core Units

THHCOR01A	Work with Colleagues and Customers
THHCOR02A	Work in a Socially Diverse Environment
THHCOR03A	Follow Health, Safety and Security Procedures
THHHCO01A	Develop and Update Hospitality Industry Knowledge

plus

THHGHS01A	Follow Workplace Hygiene Procedures

plus

THHBKA01A	Organise and Prepare Food
THHBKA02A	Present Food
THHBKA03A	Receive and Store Stock
THHBKA04A	Clean and Maintain Premises

plus

THHBCC01A	Use Basic Methods of Cookery

CERTIFICATE II IN HOSPITALITY (COMMERCIAL COOKERY)

The requirements for a Certificate II in Hospitality (Commercial Cookery) will comprise of the following units:

Core Units

THHCOR01A	Work with Colleagues and Customers
THHCOR02A	Work in a Socially Diverse Environment
THHCOR03A	Follow Health, Safety and Security Procedures
THHHCO01A	Develop and Update Hospitality Industry Knowledge

plus

THHGHS01A	Follow Workplace Hygiene Procedures

plus

THHBKA01A	Organise and Prepare Food
THHBKA02A	Present Food
THHBKA03A	Receive and Store Stock
THHBKA04A	Clean and Maintain Premises

Plus

THHBCC01A	Use Basic Methods of Cookery

plus

THHBCC02A	Prepare Appetisers and Salads
THHBCC02aA	Prepare Sandwiches
THHBCC03A	Prepare Stocks and Sauces
THHBCC03aA	Prepare Soups
THHBCC04A	Prepare Vegetables, Eggs and Farinaceous Dishes
THHBCC05A	Prepare and Cook Poultry and Game
THHBCC06A	Prepare and Cook Seafood
THHBCC07A	Identify and Prepare Meat
THHBCC08A	Prepare Hot and Cold Desserts
THHBCC09A	Prepare Pastry, Cakes and Yeast Goods
THHBCC11A	Implement Food Safety Procedures

CERTIFICATE III IN HOSPITALITY (COMMERCIAL COOKERY)

The requirements for a Certificate III in Hospitality (Commercial Cookery) will comprise of the following units:

Core Units

THHCOR01A	Work with Colleagues and Customers
THHCOR02A	Work in a Socially Diverse Environment
THHCOR03A	Follow Health, Safety and Security Procedures
THHHCO01A	Develop and Update Hospitality Industry Knowledge

plus

THHGHS01A	Follow Workplace Hygiene Procedures

plus

THHBKA01A	Organise and Prepare Food
THHBKA02A	Present Food
THHBKA03A	Receive and Store Stock
THHBKA04A	Clean and Maintain Premises

plus

THHBCC01A	Use Basic Methods of Cookery

plus

THHBCC02A	Prepare Appetisers and Salads
THHBCC02aA	Prepare Sandwiches
THHBCC03A	Prepare Stocks and Sauces
THHBCC03aA	Prepare Soups
THHBCC04A	Prepare Vegetables, Eggs and Farinaceous Dishes
THHBCC05A	Prepare and Cook Poultry and Game
THHBCC06A	Prepare and Cook Seafood
THHBCC07A	Identify and Prepare Meat
THHBCC08A	Prepare Hot and Cold Desserts
THHBCC09A	Prepare Pastry, Cakes and Yeast Goods
THHBCC10A	Plan and Prepare Food for Buffets
THHBCC11A	Implement Food Safety Procedures

plus

THHBCC12A	Prepare Diet Based and Preserved Foods
THHBCC13A	Plan and Control Menu Based Catering

plus

Either

THHBCC14A	Organise Bulk Cooking Operations

Or

THHBCC15A	Organise Food Service Operations

plus

THHGTR01A	Coach Others in Job Skills
THHGCS02A	Promote Products and Services to Customers
THHGCS03A	Deal with Conflict Situations
THHGGA01A	Communicate on the Telephone

Please note, that additional electives maybe added to this qualification to meet the needs of individual enterprises. It is recommended that the electives are selected from the functional areas of Commercial Catering, or Patisserie or Asian Cookery.

CERTIFICATE IV IN HOSPITALITY (COMMERCIAL COOKERY)

The requirements for a Certificate IV in Hospitality (Commercial Cookery) will comprise of the following units:

Core Units

THHCOR01A	Work with Colleagues and Customers
THHCOR02A	Work in a Socially Diverse Environment
THHCOR03A	Follow Health, Safety and Security Procedures
THHHCO01A	Develop and Update Hospitality Industry Knowledge

plus

THHGHS01A	Follow Workplace Hygiene Procedures

plus

THHBKA01A	Organise and Prepare Food
THHBKA02A	Present Food
THHBKA03A	Receive and Store Stock
THHBKA04A	Clean and Maintain Premises

plus

THHBCC01A	Use Basic Methods of Cookery

plus

THHBCC02A	Prepare Appetisers and Salads
THHBCC02aA	Prepare Sandwiches
THHBCC03A	Prepare Stocks and Sauces
THHBCC03aA	Prepare Soups
THHBCC04A	Prepare Vegetables, Eggs and Farinaceous Dishes
THHBCC05A	Prepare and Cook Poultry and Game
THHBCC06A	Prepare and Cook Seafood
THHBCC07A	Identify and Prepare Meat
THHBCC08A	Prepare Hot and Cold Desserts
THHBCC11A	Implement Food Safety Procedures

plus

THHBCC12A	Prepare Diet Based and Preserved Foods
THHBCC13A	Plan and Control Menu Based Catering

plus

Either

THHBCC14A	Organise Bulk Cooking Operations

Or

THHBCC15A	Organise Food Service Operations

plus

A minimum of eight (8) units of competency with the AD prefix from the Commercial Cookery and Patisserie streams and/or Asian Cookery streams. Any Units from Asian Cookery may be included, with care taken that no more than one Unit across all specialist cuisines in Curry Paste/Powder, Appetisers and Snacks and/or Stocks and Soups be selected.

plus

THHGTR01A	Coach Others in Job Skills
THHGCS02A	Promote Products and Services to Customers
THHGCS03A	Deal with Conflict Situations
THHGLE01A	Monitor Work Operations
THHGLE02A	Implement Workplace Health, Safety and Security Procedures
THHGLE08A	Lead and Manage People
THHGGA01A	Communicate on the Telephone

plus

THHGLE03A	Develop and Implement Operational Plans
THHGLE05A	Roster Staff
THHGLE06A	Monitor Staff Performance
THHGLE07A	Recruit and Select Staff
THHGLE13A	Manage Finances within a Budget
THHGGA02A	Perform Clerical Procedures
THHGGA07A	Control and Order Stock
THHS2CC1A	Monitoring Catering Revenue and Costs
THHS2CC2A	Establish and Maintain Quality Control

PATISSERIE

CERTIFICATE II IN HOSPITALITY (PATISSERIE)

The requirements for a Certificate II in Hospitality (Patisserie) will comprise of the following units:

Core Units

THHCOR01A	Work with Colleagues and Customers
THHCOR02A	Work in a Socially Diverse Environment
THHCOR03A	Follow Health, Safety and Security Procedures
THHHCO01A	Develop and Update Hospitality Industry Knowledge

plus

GHS01	Follow Workplace Hygiene Procedures

plus

THHBKA01A	Organise and Prepare Food
THHBKA02A	Present Food
THHBKA03A	Receive and Store Stock
THHBKA04A	Clean and Maintain Premises

plus

THHBCC01A	Use Basic Methods of Cookery (or achievement of similar or equivalent competency from National Pastry Cook Competency Standards)
THHBCC08A	Prepare Hot and Cold Desserts
THHBPT01A	Prepare and Produce Pastries
THHBPT02A	Prepare and Produce Cakes
THHBPT03A	Prepare and Produce Yeast Goods
THHBCC11A	Implement Food Safety Procedures

CERTIFICATE III IN HOSPITALITY (PATISSERIE)

The requirements for a Certificate III in Hospitality (Patisserie) will comprise of the following units:

Core Units

THHCOR01A	Work with Colleagues and Customers
THHCOR02A	Work in a Socially Diverse Environment
THHCOR03A	Follow Health, Safety and Security Procedures
THHHCO01A	Develop and Update Hospitality Industry Knowledge

plus

THHGHS01A	Follow Workplace Hygiene Procedures

plus

THHBKA01A	Organise and Prepare Food
THHBKA02A	Present Food
THHBKA03A	Receive and Store Stock
THHBKA04A	Clean and Maintain Premises

plus

THHBCC01A	Use Basic Methods of Cookery (or achievement of similar or equivalent competencies from the National Pastry Cook Competency Standards)
THHBCC08A	Prepare Hot and Cold Desserts
THHBPT01A	Prepare and Produce Pastries
THHBPT02A	Prepare and Produce Cakes
THHBPT03A	Prepare and Produce Yeast Goods
THHBCC11A	Implement Food Safety Procedures

plus

THHADPT01A	Prepare Bakery Products for Patissiers
THHADPT02A	Prepare and Present Gateaux, Torten and Cakes
THHADPT03A	Present Desserts
THHADPT04A	Prepare and Display Petits Fours
THHADPT05A	Prepare and Model Marzipan

plus

THHGTR01A	Coach Others on Job Skills
THHGGA01A	Communicate on the Telephone
THHGCS03A	Deal with Conflict Situations

Please note, that additional electives maybe added to this qualification to meet the needs of individual enterprises. It is recommended that the electives are selected from the functional areas of Commercial Catering, or Patisserie or Asian Cookery.

CERTIFICATE IV IN HOSPITALITY (PATISSERIE)

The requirements for a Certificate IV in Hospitality (Patisserie) will comprise of the following units:

Core Units

THHCOR01A	Work with Colleagues and Customers
THHCOR02A	Work in a Socially Diverse Environment
THHCOR03A	Follow Health, Safety and Security Procedures
THHHCO01A	Develop and Update Hospitality Industry Knowledge

plus

THHGHS01A	Follow Workplace Hygiene Procedures

plus

THHBKA01A	Organise and Prepare Food
THHBKA02A	Present Food
THHBKA03A	Receive and Store Stock
THHBKA04A	Clean and Maintain Premises

plus

THHBCC01A	Use Basic Methods of Cookery (or achievement of similar or equivalent competency from the National Pastry Cook Competency Standards)
THHBCC08A	Prepare Hot and Cold Desserts
THHBPT01A	Prepare and Produce Pastries
THHBPT02A	Prepare and Produce Cakes
THHBPT03A	Prepare and Produce Yeast Goods
THHBCC11A	Implement Food Safety Procedures

plus

THHADPT01A	Prepare Bakery Products for Patissiers
THHADPT02A	Prepare and Present Gateaux, Torten and Cakes
THHADPT03A	Present Desserts
THHADPT04A	Prepare and Display Petits Fours
THHADPT05A	Prepare and Model Marzipan

plus

THHGTR01A	Coach Others on Job Skills
THHGLE08A	Lead and Manage People
THHGGA01A	Communicate on the Telephone
THHGCS03A	Deal with Conflict Situations
THHGLE01A	Monitor Work Operations
THHGLE02A	Implement Workplace Health, Safety and Security Procedures

plus

THHADPT06A	Prepare Desserts to Meet Special Dietary Requirements
THHADPT07A	Prepare and Display Sugar Work
THHADPT08A	Plan, Prepare and Display Sweet Buffet Show Pieces
THHADCC06A	Prepare Chocolate and Chocolate Confectionery
THHBFB10A	Prepare and Serve Non Alcoholic Beverages
THHGLE03A	Develop and Implement Operational Plans
THHGLE05A	Roster Staff
THHGLE06A	Monitor Staff Performance
THHGLE07A	Recruit and Select Staff
THHGLE13A	Manage Finances within a Budget
THHGGA02A	Perform Clerical Procedures
THHGGA07A	Control and Order Stock

THHS2CC1A   Monitoring Catering Revenue and Costs
THHS2CC2A   Establish and Maintain Quality Control
THHS2CC3A   Develop a Food Safety Plan

COMMERCIAL CATERING

CERTIFICATE I IN HOSPITALITY (COMMERCIAL CATERING)

The requirements for a Certificate I in Hospitality (Commercial Catering) will comprise of the following units:

Core Units

THHCOR01A	Work with Colleagues and Customers
THHCOR02A	Work in a Socially Diverse Environment
THHCOR03A	Follow Health, Safety and Security Procedures
THHHCO01A	Develop and Update Hospitality Industry Knowledge

plus

THHGHS01A	Follow Workplace Hygiene Procedures

plus

THHBKA01A	Organise and Prepare Food
THHBKA02A	Present Food
THHBKA03A	Receive and Store Stock
THHBKA04A	Clean and Maintain Premises

plus

A minimum of one (1) additional unit, relevant to the occupational outcomes sought, to enable participants to do a job that involves a limited range of tasks and roles. The Units may be selected from the Commercial Catering, Food, Beverage, Front Office, Housekeeping, Gaming, Commercial Cookery, and/or Patisserie Competency Standards contained within the Hospitality Training Package.

CERTIFICATE II IN HOSPITALITY (COMMERCIAL CATERING)

The requirements for a Certificate II in Hospitality (Commercial Catering) will comprise of the following units:

Core Units

THHCOR01A	Work with Colleagues and Customers
THHCOR02A	Work in a Socially Diverse Environment
THHCOR03A	Follow Health, Safety and Security Procedures
THHHCO01A	Develop and Update Hospitality Industry Knowledge

plus

THHGHS01A	Follow Workplace Hygiene Procedures

plus

THHBKA01A	Organise and Prepare Food
THHBKA02A	Present Food
THHBKA03A	Receive and Store Stock
THHBKA04A	Clean and Maintain Premises

plus

THHBCC01A	Use Basic Methods of Cookery
THHBCAT02A	Package Prepared Foodstuffs
THHBCAT03A	Transport and Store Food in a Safe and Hygienic Manner
THHBCAT06A	Apply Catering Control Procedures
THHBCC11A	Implement Food Safety Procedures

plus

A minimum of three (3) additional units, relevant to the occupational outcomes sought, to enable participants to do a job that involves a limited range of tasks and roles. The Units may be selected from the Commercial Catering, Food, Beverage, Front Office, Housekeeping, Gaming, Commercial Cookery, and/or Patisserie Competency Standards contained within the Hospitality Training Package.

CERTIFICATE II IN HOSPITALITY

(CATERING- HEALTH, DEFENCE & COMMUNITY CARE)

The requirements for a Certificate II in Hospitality (Catering-Health, Defence & Community Care) will comprise of the following units:

Core Units

THHCORO1A	Work with Colleagues and Customers
THHCORO2A	Work in a Socially Diverse Environment
THHCORO3A	Follow Health, Safety and Security Procedures
THHHCOO1A	Develop and Update Hospitality Industry Knowledge

plus

THHGHS01A	Follow Workplace Hygiene Procedures

plus

THHBKAO1A	Organise and Prepare Food
THHBKAO2A	Preserve Food
THHBKA03A	Receive and Store Stock
THHBKAO4A	Clean and Maintain Premises

plus

THHBCCO1A	Use Basic Methods of Cookery
THHBCATO2A	Package Prepared Foodstuffs
THHBCATO3A	Transport and Store Food in a Safe and Hygienic Manner
THHBCATO6A	Apply Catering Control Procedures
THHBCC11A	Implement Food Safety Procedures

plus

THHBCATO1A	Prepare Foods According to Specific Dietary and Cultural Needs
THHADCAT01A	Prepare Daily Meal Plans to Promote Good Health

plus

A minimum of three (3) additional units, relevant to the occupational outcomes sought, to enable participants to do a job that involves a limited range of tasks and roles. The Units may be selected from the Commercial Catering, Food, Beverage, Front Office, Housekeeping, Gaming, Commercial Cookery, and/or Patisserie Competency Standards contained within the Hospitality Training Package.

CERTIFICATE II IN HOSPITALITY (CATERING- COOK CHILL)

The requirements for a Certificate II in Hospitality (Catering-Cook Chill) will comprise of the following units:

Core Units

THHCORO1A	Work with Colleagues and Customers
THHCORO2A	Work in a Socially Diverse Environment
THHCORO3A	Follow Health, Safety and Security Procedures
THHHCOO1A	Develop and Update Hospitality Industry Knowledge

plus

THHGHS01A	Follow Workplace Hygiene Procedures

plus

THHBKAO1A	Organise and Prepare Food
THHBKAO2A	Preserve Food
THHBKA03A	Receive and Store Stock
THHBKAO4A	Clean and Maintain Premises

plus

THHBCCO1A	Use Basic Methods of Cookery
THHBCATO2A	Package Prepared Foodstuffs
THHBCATO3A	Transport and Store Food in a Safe and Hygienic Manner
THHBCATO6A	Apply Catering Control Procedures
THHBCC11A	Implement Food Safety Procedures

plus

THHBCATO5A	Apply Cook-Chill Production Processes
THHBCC11A	Implement Food Safety Procedures
THHADCATO1A	Prepare Daily Meal Plans to Promote Good Health

plus

A minimum of three (3) additional Units, relevant to the occupational outcomes sought, to enable participants to do a job that involves a range of tasks and roles ie. multiskilled. The Units may be selected from the Commercial Catering, General Hospitality, and Commercial Cookery, Competency Standards contained within the Hospitality Training Package.

CERTIFICATE III IN HOSPITALITY (COMMERCIAL CATERING)

The requirements for a Certificate III in Hospitality (Commercial Catering) will comprise of the following units:

Core Units

THHCORO1A	Work with Colleagues and Customers
THHCORO2A	Work in a Socially Diverse Environment
THHCORO3A	Follow Health, Safety and Security Procedures
THHHCOO1A	Develop and Update Hospitality Industry Knowledge

plus

THHGHS01A	Follow Workplace Hygiene Procedures

plus

THHBKAO1A	Organise and Prepare Food
THHBKAO2A	Preserve Food
THHBKA03A	Receive and Store Stock
THHBKAO4A	Clean and Maintain Premises

plus

THHBCCO1A	Use Basic Methods of Cookery
THHBCATO2A	Package Prepared Foodstuffs
THHBCATO3A	Transport and Store Food in a Safe and Hygienic Manner
THHBCATO6A	Apply Catering Control Procedures
THHBCC11A	Implement a Food Safety Plan

plus

THHGTRO1A	Coach Others in Job Skills
THHBCC13A	Plan and Control Menu Based Catering
THHGLEO1A	Monitor Work Operations
THHGLEO8A	Lead and Manage People
THHS2CC1A	Monitoring Catering Revenue and Costs
THHADCATO1A	Prepare Daily Meal Plans to Promote Good Health
THHS2CC2A	Establish and Maintain Quality Control
THHGGA01A	Communicate on the Telephone
THHGLE02A	Implement Workplace Health, Safety and Security Procedures
THHGCS03A	Deal with Conflict Situations

plus

A minimum of five (5) additional Units, relevant to the occupational outcomes sought, to enable participants to do a job that involves a range of tasks and roles ie. multiskilled. The Units may be selected from the Commercial Catering, General Hospitality, and Commercial Cookery, Competency Standards contained within the Hospitality Training Package.

CERTIFICATE III IN HOSPITALITY
(CATERING - HEALTH, DEFENCE AND COMMUNITY CARE)

The requirements for a Certificate III in Hospitality (Catering-Health, Defence and Community Care) will comprise of the following units:

Core Units
THHCORO1A   Work with Colleagues and Customers
THHCORO2A   Work in a Socially Diverse Environment
THHCORO3A   Follow Health, Safety and Security Procedures
THHHCOO1A   Develop and Update Hospitality Industry Knowledge

plus
THHGHS01A   Follow Workplace Hygiene Procedures

plus
THHBKAO1A   Organise and Prepare Food
THHBKAO2A   Preserve Food
THHBKA03A   Receive and Store Stock
THHBKAO4A   Clean and Maintain Premises

plus
THHBCCO1A   Use Basic Methods of Cookery
THHBCATO2A   Package Prepared Foodstuffs
THHBCATO3A   Transport and Store Food in a Safe and Hygienic Manner
THHBCATO6A   Apply Catering Control Procedures
THHBCC11A   Implement Food Safety Procedures

plus
THHBCATO1A   Prepare Foods According to Specific Dietary and Cultural Needs
THHADCAT02A   Develop Menus to Meet Special Cultural and Dietary Needs

plus
THHGTRO1A   Coach Others on Job Skills
THHBCC13A   Plan and Control Menu Based Catering
THHS2CC1A   Monitoring Catering Revenue and Costs
THHADCATO1A   Prepare Daily Meal Plans to Promote Good Health
THHS2CC2A   Establish and Maintain Quality Control
THHGGA01A   Communicate on the Telephone
THHGCS03A   Deal with Conflict Situations

plus
A minimum of five (5) additional Units, relevant to the occupational outcomes sought, to enable participants to do a job that involves a range of tasks and roles ie. multiskilled. The Units may be selected from the Commercial Catering, General Hospitality, and Commercial Cookery, Competency Standards contained within the Hospitality Training Package.

CERTIFICATE III IN HOSPITALITY (CATERING-COOK CHILL)

The requirements for a Certificate III in Hospitality (Catering- Cook Chill) will comprise of the following units:

Core Units
THHCORO1A	Work with Colleagues and Customers
THHCORO2A	Work in a Socially Diverse Environment
THHCORO3A	Follow Health, Safety and Security Procedures
THHHCOO1A	Develop and Update Hospitality Industry Knowledge

plus
THHGHS01A	Follow Workplace Hygiene Procedures

plus
THHBKAO1A	Organise and Prepare Food
THHBKAO2A	Preserve Food
THHBKA03A	Receive and Store Stock
THHBKAO4A	Clean and Maintain Premises

plus
THHBCCO1A	Use Basic Methods of Cookery
THHBCATO2A	Package Prepared Foodstuffs
THHBCATO3A	Transport and Store Food in a Safe and Hygienic Manner
THHBCATO6A	Apply Catering Control Procedures
THHBCC11A	Implement Food Safety Procedures

plus
THHBCATO5A	Apply Cook-Chill Production Processes
THHADCATO1A	Prepare Daily Meal Plans to Promote Good Health

plus
THHGTR02A	Coach Others in Job Skills
THHBCC13A	Plan and Control Menu Based Catering
THHS2CC1A	Monitoring Catering Revenue and Costs
THHADCATO1A	Prepare Daily Meal Plans to Promote Good Health
THHS2CC2A	Establish and Maintain Quality Control
THHGGA01A	Communicate on the Telephone
THHGCS03A	Deal with Conflict Situations

plus
A minimum of five (5) additional Units, relevant to the occupational outcomes sought, to enable participants to do a job that involves a range of tasks and roles ie. multiskilled. The Units may be selected from the Commercial Catering, General Hospitality, and Commercial Cookery, Competency Standards contained within the Hospitality Training Package.

CERTIFICATE IV IN HOSPITALITY (COMMERCIAL CATERING)

The requirements for a Certificate IV in Hospitality (Commercial Catering) will comprise of the following units:

Core Units

THHCORO1A	Work with Colleagues and Customers
THHCORO2A	Work in a Socially Diverse Environment
THHCORO3A	Follow Health, Safety and Security Procedures
THHHCOO1A	Develop and Update Hospitality Industry Knowledge

plus

THHGHS01A	Follow Workplace Hygiene Procedures

plus

THHBKAO1A	Organise and Prepare Food
THHBKAO2A	Preserve Food
THHBKA03A	Receive and Store Stock
THHBKAO4A	Clean and Maintain Premises

plus

THHBCCO1A	Use Basic Methods of Cookery
THHBCATO2A	Package Prepared Foodstuffs
THHBCATO3A	Transport and Store Food in a Safe and Hygienic Manner
THHBCATO6A	Apply Catering Control Procedures
THHBCC11A	Implement a Food Safety Plan

plus

THHGTRO1A	Coach Others in Job Skills
THHBCC13A	Plan and Control Menu Based Catering
THHGLEO1A	Monitor Work Operations
THHGLEO8A	Lead and Manage People
THHS2CC1A	Monitoring Catering Revenue and Costs
THHS2CC2A	Establish and Maintain Quality Control
THHADCATO1A	Prepare Daily Meal Plans to Promote Good Health
THHGGA01A	Communicate on the Telephone
THHGLE02A	Implement Workplace Health, Safety and Security Procedures
THHGCS03A	Deal with Conflict Situations

plus

THHGLE03A	Develop and Implement Operational Plans
THHGLE05A	Roster Staff
THHGLE06A	Monitor Staff Performance
THHGLE13A	Manage Finances within a Budget
THHGGA02A	Perform Clerical Procedures
THHGGA07A	Control and Order Stock
THHGLE07A	Recruit and Select Staff
THHS2CC3A	Develop a Food Safety Plan

plus

A minimum of five (5) additional Units, relevant to the occupational outcomes sought, to enable participants to do a job that involves a range of tasks and roles ie. multiskilled. The Units may be selected from the Commercial Catering, General Hospitality, and Commercial Cookery, Competency Standards contained within the Hospitality Training Package.

plus

A minimum of two (2) Units from the following:

THHGGA04A	Prepare Business Documents
THHSCATO1A	Manage Facilities Associated with Commercial Catering Contracts
THHSCATO2A	Plan the Total Concept for Major Event or Function
THHSCATO3A	Prepare Tenders for Catering Contracts
THHSCATO4A	Design Menus to Meet Market Needs
THHSCATO5A	Select Cook-Chill Production Systems

ASIAN COOKERY

CERTIFICATE I HOSPITALITY (ASIAN COOKERY)

The requirements for a Certificate I in Hospitality (Asian Cookery) will comprise of the following units:

Core Units

THHCOR01A	Work with Colleagues and Customers
THHCOR02A	Work in a Socially Diverse Environment
THHCOR03A	Follow Health, Safety and Security Procedures
THHHCO01A	Develop and Update Hospitality Industry Knowledge

plus

THHGHS01A	Follow Workplace Hygiene Procedures

plus

THHBKA01A	Organise and Prepare Food
THHBKA02A	Present Food
THHBKA03A	Receive and Store Stock
THHBKA04A	Clean and Maintain Premises
THHCH02A	Use the Principles and Methods of Chinese Cookery
THHGHS03A	Provide First Aid

plus

At least three(3) units of competence, across a minimum of two of the following specialist areas - Chinese Cookery, Thai Cookery, Indian Cookery, Indonesian Cookery, Malay and Nonya Cookery, Japanese Cookery, Vietnamese Cookery. For example, one unit from the Thai Cookery stream, and two units from the Vietnamese Cookery stream.

CERTIFICATE II IN HOSPITALITY (ASIAN COOKERY)

The requirements for a Certificate II in Hospitality (Asian Cookery) will comprise of the following units:

Core Units
THHCOR01A   Work with Colleagues and Customers
THHCOR02A   Work in a Socially Diverse Environment
THHCOR03A   Follow Health, Safety and Security Procedures
THHHCO01A   Develop and Update Hospitality Industry Knowledge

plus
THHGHS01A   Follow Workplace Hygiene Procedures

plus
THHBKA01A   Organise and Prepare Food
THHBKA02A   Present Food
THHBKA03A   Receive and Store Stock
THHBKA04A   Clean and Maintain Premises
THHCH02A   Use the Principles and Methods of Chinese Cookery

plus
THHBCC11A   Implement Food Safety Procedures

plus
At least nine(9) units of competence, across a minimum of three of the following specialist areas - Chinese Cookery, Thai Cookery, Indian Cookery, Indonesian Cookery, Malay and Nonya Cookery, Japanese Cookery, Vietnamese Cookery. For example, two units from the Chinese Cookery stream, four units from the Malay/Nonya Cookery stream and three units from the Indian Cookery stream.

CERTIFICATE III IN HOSPITALITY (ASIAN COOKERY/ *)
* represents the Asian Cuisine specialisation, which may be Chinese, Thai, Indian, Indonesian, Malay and Nonya, Japanese or Vietnamese

The requirements for a Certificate III in Hospitality (Asian Cookery/ *) will comprise of the following units:

Core Units
THHCOR01A	Work with Colleagues and Customers
THHCOR02A	Work in a Socially Diverse Environment
THHCOR03A	Follow Health, Safety and Security Procedures
THHHCO01A	Develop and Update Hospitality Industry Knowledge

plus
THHGHS01A   Follow Workplace Hygiene Procedures

plus
THHBKA01A	Organise and Prepare Food
THHBKA02A	Present Food
THHBKA03A	Receive and Store Stock
THHBKA04A	Clean and Maintain Premises
THHCH02A selected	Use the Principles and Methods of Chinese Cookery (or from cuisine)

plus
THHBCC11A   Implement Food Safety Procedures

plus
THHBCC13A	Plan and Control Menu Based Catering
THHGTR01A	Coach Others in Job Skills
THHGCS02A	Promote Products and Services to Customers
THHGCS03A	Deal with Conflict Situations
THHGGA01A	Communicate on the Telephone

plus
A minimum of seven units of competence from one specialised stream.

CERTIFICATE IV IN HOSPITALITY (ASIAN COOKERY/ *)
* represents the Asian Cuisine specialisation, which may be Chinese, Thai, Indian, Indonesian, Malay and Nonya, Japanese or Vietnamese

The requirements for a Certificate IV in Hospitality (Asian Cookery/ *) will comprise of the following units:

Core Units
THHCOR01A	Work with Colleagues and Customers
THHCOR02A	Work in a Socially Diverse Environment
THHCOR03A	Follow Health, Safety and Security Procedures
THHHCO01A	Develop and Update Hospitality Industry Knowledge

plus
THHGHS01A	Follow Workplace Hygiene Procedures

plus
THHBKA01A	Organise and Prepare Food
THHBKA02A	Present Food
THHBKA03	Receive and Store Stock
THHBKA04	Clean and Maintain Premises
THHCH02 selected	Use the Principles and Methods of Chinese Cookery (or from cuisine)

plus
THHBCC11	Implement Food Safety Procedures

plus
THHBCC13	Plan and Control Menu Based Catering
THHGLE01	Monitor Work Operations
THHGLE02	Implement Workplace Health, Safety and Security Procedures
THHGTR01A	Coach Others in Job Skills
THHGCS02A	Promote Products and Services to Customers
THHGCS03	Deal with Conflict Situations
THHGLE08	Lead and Manage People
THHGGA01	Communicate on the Telephone

plus
THHGLE03	Develop and Implement Operational Plans
THHGLE05	Roster Staff
THHGLE06	Monitor Staff Performance
THHGLE07	Recruit and Select Staff
THHGLE13	Manage Finances within a Budget
THHGGA02	Perform Clerical Procedures
THHGGA07	Control and Order Stock
THHS2CC1	Monitor Catering Revenue and Costs
THHS2CC2	Establish and Maintain Quality Control

plus
A minimum of seven units of competence from one specialised stream.

COMPONENT 3

ASSESSMENT GUIDELINES

COMPONENT 3: ASSESSMENT GUIDELINES
ASSESSMENT SYSTEM OVERVIEW

ASSESSMENT PRINCIPLES ADOPTED BY VOCATIONAL EDUCATION & TRAINING MINISTERS

This document recognises and complies with the eleven assessment principles endorsed by the Ministers:

1. Endorsed industry /enterprise standards form the basis of qualifications in the vocational education and training sector, where they exist.

2. Endorsed industry /enterprise standards are the benchmarks for assessment, where they exist.

3. Assessment conducted for the purposes of national recognition should lead to a part or full qualification under the Australian Qualifications Framework.

4. Assessment should be undertaken by, or auspiced through, a registered provider.

5. Assessment for National recognition purposes shall be conducted within a quality assurance framework.

6. Responsibility for assessment resides with the body that issues the qualification under the Australian Qualifications Framework.

7. Assessment processes shall be valid, reliable, flexible and fair.

8. Assessment systems must incorporate mechanisms for recording, storing and accessing assessment outcomes.

9. Assessment reporting systems should incorporate the units of competency that the individual has attained.

10. Assessment reporting systems should incorporate ongoing monitoring and review processes.

11. Assessment processes shall provide for the recognition of current competencies regardless of where these have been acquired.

BENCHMARKS FOR ASSESSMENT

The benchmarks for assessment in The Hospitality Industry Training Package are:

The Hospitality Industry National Competency Standards

These competency standards have been nationally endorsed by the Hospitality Industry and by the Australian National Training Authority (ANTA). These standards form the benchmarks in all sectors of the industry whether achieved through a training and assessment pathway or an assessment only pathway. This assessment system described in this document applies to the full range of Hospitality competency standards.

The Hospitality Industry has several major sectors which are commonly identified as:

- ➢ Commercial Cookery
- ➢ Commercial Catering
- ➢ Asian Cookery
- ➢ Patisserie
- ➢ Food and Beverage
- ➢ Front Office
- ➢ House Keeping
- ➢ Security
- ➢ Gaming

A commonality of skills and career pathing exists across sectors. These common skill areas appear at operational, supervisory and managerial level. In addition, some commonality of skills exists between the Tourism and Hospitality Industry. For ease of use the competency standards have been organised into the following structure:

COMMON CORE
Competencies required by all people working in the Tourism & Hospitality Industry.

HOSPITALITY CORE
Competencies required by all people working in the Hospitality Industry.

HOSPITALITY FUNCTIONAL AREAS
Competencies required in functional areas of the Hospitality Industry
Units of competence may be selected according to the needs of a particular job.

COMMERCIAL COOKERY	**COMMERCIAL CATERING**	**ASIAN COOKERY**	**PATISSERIE**	**FOOD & BEVERAGE**	**FRONT OFFICE**	**HOUSE KEEPING**	**SECURITY**	**GAMING**

GENERAL UNITS
Competencies required by some people across all Hospitality Industry sectors
Units of competence may be selected according to the needs of a particular job

CUSTOMER SERVICE, SALES & MARKETING	**HYGIENE, HEALTH, SAFETY & SECURITY**	**GENERAL ADMIN.**	**FINANCIAL ADMIN**	**COMPUTER TECHNOLOGY**	**TRAINING**	**LEADERSHIP**

ROLE OF REGISTERED TRAINING ORGANISATIONS

Assessment for national recognition purposes in the Hospitality Industry is undertaken by, or auspiced through a Registered Training Organisation. It is conducted under the quality assurance arrangements approved by the State or Territory Recognition Authorities. An industry based quality assurance system operated by the Australian Hospitality Review Panel (AHRP) has existed since 1988. This industry based system has, in most States and Territories, a direct link with the Recognition Authorities via the local Industry Training Advisory Body (ITAB). It is the expectation of the Hospitality Industry that the role of industry will be maintained in any quality assurance arrangements.

A Registered Training Organisation may be a public or private training provider or an enterprise within the industry. A Registered Training Organisation may provide both on and off the job training and/or assessment for the Hospitality Industry. The role of the Registered Training Organisation is to:

➢ Conduct and/or validate assessments against the performance criteria, range of variables and evidence guides set by the endorsed Hospitality Industry National Competency Standards.

➢ Supply assessors who meet the qualification requirements as established by the Hospitality Industry in Part Two of this document.

➢ Ensure that the Hospitality Industry Assessment Guidelines are used as a basis for assessment processes and procedures.

➢ Develop and maintain quality assurance mechanisms to ensure assessment is fair, reliable, valid and flexible to provide outcomes consistent with the State/Territory Recognition Authorities' requirements and the National Competency Standards for Assessment.

➢ Implement an appeals process consistent with the State/Territory Recognition Authorities' requirements.

➢ Maintain secure records of assessment outcomes or arrange a reliable outsourced record keeping process.

➢ Provide access to the recording system for reporting and replacement of personal records of assessment on an ongoing basis.

➢ Issue the AQF qualification or Statement of Attainment.

A skills recognition program, ACCESS, has operated in the hospitality sector since 1991, with the support of industry stakeholders, and has been managed by the ITAB. It has provided opportunities for recognition in many hospitality skill areas. This service is for anyone requiring their current competence in hospitality standards covered by ACCESS to be recognised. Agreements are in place with Registered Training Organisations nationwide which enable ACCESS participants to gain national recognition for all units of competence assessed. ACCESS is available as a resource to Registered Training Organisations who are looking for partners for workplace assessment.

Assessments for national recognition purposes in the Hospitality Industry should be mutually recognised. All Registered Training Organisations throughout Australia must ensure that they recognise and offer credit for the assessment outcomes of all other Registered Training Organisations. This is regardless of whether assessment was conducted through a training and assessment pathway or an assessment only pathway.

PARTNERSHIP ARRANGEMENTS

The two broad types of assessment systems in the Hospitality Industry are:

➢ The training and assessment system is managed by the Registered Training Organisation.
➢ The training and assessment system is managed by a partnership arrangements between a Hospitality enterprise and Registered Training Organisation.

The options outlined in the following table are available for partnerships between the Registered Training Organisations and enterprises:

PROVISION OF TRAINING	PROVISION OF ASSESSMENT	QUALIFICATION ISSUED BY
Training is provision is shared: ▪ The Registered Training Organisation provides off the job training using qualified trainers ▪ On-the-job training is provided by the enterprise using qualified workplace trainers.	The Registered Training Organisation uses qualified assessors to provide assessment entirely off the job or combines on and off-the-job assessment. Any off the job assessment will take place **in a closely simulated workplace situation.**	The Registered Training Organisation issues the Statement of Attainment or Qualification.
All training is provided by the enterprise on the job using qualified workplace trainers.	A Registered Training Organisation provides an "assessment only" service on the job using qualified assessors.	The Registered Training Organisation issues the Statement of Attainment or Qualification.

Options for assessment partnerships in the Hospitality Industry.

As stated in 1.2, agreements are in place with Registered Training Organisations nationwide which enable ACCESS participants to gain national recognition for all units of competence assessed through the industry's ACCESS Workplace Assessment Scheme.

ASSESSMENT PATHWAYS

Assessment of an individual's competence against the Hospitality Industry National Competency Standards should lead to the issuance of a qualification or Statement of Attainment under the guidelines of the Australian Qualifications Framework (AQF).
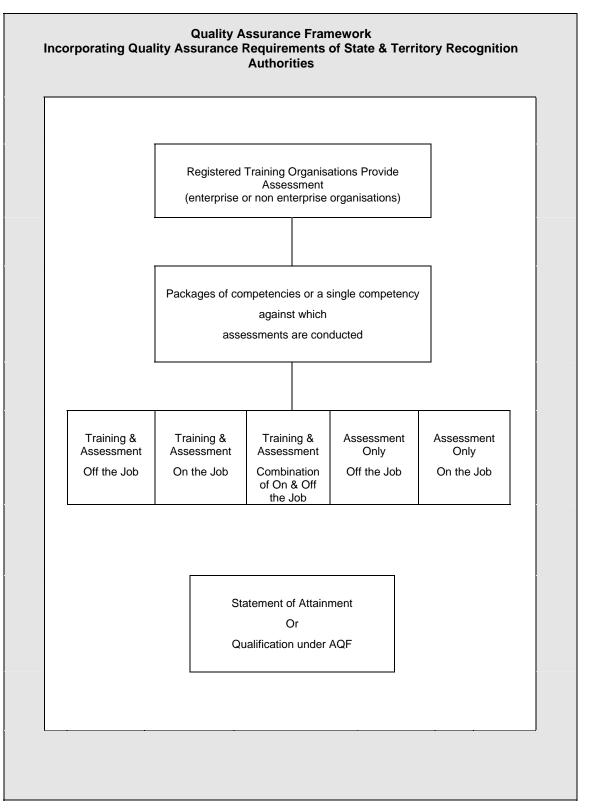
As part of the development of the Hospitality Training package, the Hospitality Industry has devised and endorsed flexible frameworks for combining individual units of competence into packages of skills which allow for the huge variety of different work situations in the Hospitality Industry.

The qualification frameworks for the Hospitality Industry are detailed in a separate document which forms part three of the endorsed components of the Hospitality Training Package.

By adopting a flexible approach the acquisition of skills by any means can be recognised. The Hospitality Industry recognises that there are a number of assessment pathways which can lead to recognition of competencies and the issuing of a Hospitality qualification. They are:

1. A **training and assessment** pathway undertaken entirely **off the job**	Off the job assessment will take place **in a closely simulated workplace situation** and will include an integrated skills assessment.
2. A **training and assessment** pathway undertaken entirely **on the job**	This pathway is particularly suitable for those undertaking formal traineeships under New Apprenticeship arrangements.
3. A **training and assessment** pathway combining **on and off the job** components	This pathway suitable for any trainee but particularly beneficial to those undertaking formal traineeships under New Apprenticeship arrangements.
4. An **assessment only** pathway entirely **off the job**	This pathway is only suitable for those who have considerable industry experience but who hold no formal qualification.
5. An **assessment only** pathway entirely **on the job**	This pathway is only suitable for those who have considerable industry experience but who hold no formal qualification.

Assessment Pathways for the Hospitality Industry

Quality Assurance Framework
Incorporating Quality Assurance Requirements of State & Territory Recognition
Authorities

Registered Training Organisations Provide
Assessment
(enterprise or non enterprise organisations)

Packages of competencies or a single competency

against which

assessments are conducted

Training & Assessment Off the Job	Training & Assessment On the Job	Training & Assessment Combination of On & Off the Job	Assessment Only Off the Job	Assessment Only On the Job

Statement of Attainment
Or
Qualification under AQF

Flexible Assessment Pathways Leading to a Hospitality Qualification.

RECOGNITION OF PRIOR LEARNING - RECOGNITION OF CURRENT COMPETENCY

The Hospitality Industry recognises that competencies can be achieved in a number of ways:

- ➢ through formal or informal training
- ➢ through work experience
- ➢ through general life experience
- ➢ through any combination of the above experiences.

All assessment pathways must incorporate the recognition of prior learning (RPL) which allows competencies currently held by individuals to be formally benchmarked against the Hospitality Industry National Competency Standards. In this process the assessed current competencies of individuals should be recognised regardless of how, when or where they were achieved. The flexible assessment pathways described in section 1.3 facilitate Recognition Prior Learning (RPL).

RECORDING ASSESSMENT OUTCOMES

The recording, storing, retrieval and accessibility of all competency standard assessment outcomes will be the responsibility of the Registered Training Organisation (RTO) which issues the qualification or Statement of Attainment. This applies to all types of RTOs including:

- ➢ public training organisations
- ➢ private training organisations
- ➢ enterprises within the industry
- ➢ partnerships of one (1) of these RTO's with other workplace assessment approaches, such as the ACCESS Program.

This responsibility applies to all types of assessments undertaken in any environment.

The Registered Training Organisation has the option of outsourcing the recording, storing and maintaining the outcomes of assessments, provided it meets the quality assurance requirements of the State or Territory Recognition Authorities.

The provider registration requirements of the State or Territory Recognition Authorities should ensure that mechanisms for these procedures are in place.

REPORTING ASSESSMENT OUTCOMES

Qualifications and Statements of Attainment issued under the Australian Qualifications Framework (AQF) must indicate the units of competence achieved. These should be listed on the qualification and, for the Hospitality Industry must include:

- ➢ The Unit Code
- ➢ The Unit Title

An AQF qualification will be issued by an RTO once the full package of competencies specified for the AQF qualification has been achieved.

If the trainee leaves the training before completing the full package of competencies required to attain the AQF qualification, they will receive a Statement of Attainment for each Unit of Competency achieved.

The above mentioned reporting mechanisms apply to all types of hospitality assessment undertaken in any environment.

QUALITY ASSURANCE MECHANISMS

The Hospitality Industry expects that any Registered Training Organisation involved in the assessment of Hospitality competencies will develop and maintain a quality assurance framework for assessment. All quality assurance mechanisms should align with the requirements for provider registration and other quality arrangements approved by State/Territory Recognition Authorities. The industry has mechanisms available (ie. Australian Hospitality Review Panel) to assist RTO's in maintaining quality assurance.

The use of these industry endorsed Assessment Guidelines will underpin any quality assurance framework.

REVIEW AND MAINTENANCE OF THE HOSPITALITY INDUSTRY ASSESSMENT SYSTEM

Tourism Training Australia should be responsible on behalf of the industry for the ongoing monitoring and review of the Hospitality Industry Assessment Guidelines detailed in this document. This should be incorporated in the review and maintenance of the Hospitality Industry Training Package.

Any review should ensure that the Hospitality Industry Assessment Guidelines:

➢ continues to meet the requirements of the industry

➢ industry, employers, enterprises, unions, employees, trainees, assessors and trainers have confidence in the system and the assessment outcomes

➢ ensures assessment outcomes which are valid, fair, reliable and credible

➢ support RTOs to effectively carry out their responsibilities.

Information and statistics are necessary for the review process and may include reports covering:

➢ audits of Registered Training Organisation assessment outcomes, processes and procedures

➢ "spot" verification audits undertaken on a random basis to check the validity, reliability and consistency of judgements made by assessors

➢ the use of the Hospitality Training Package

➢ partnerships developed between enterprises and Registered Training Organisations

➢ feedback from enterprises regarding the useability of the system and consistency of outcomes for employees

➢ feedback from Registered Training Organisations on use and effectiveness of evidence gathering method used in the assessment process.

ASSESSOR QUALIFICATIONS

ASSESSOR QUALIFICATIONS

Assessment against the competencies in the Training Package will be carried out in accordance with these endorsed guidelines. The guidelines include the necessary qualifications for those conducting assessments and provide for those situations where more than one person may contribute to the assessment and where the required technical and assessment competencies may not be held by any one person.

Assessment of the Hospitality Industry National Competency standards must be undertaken by a qualified assessor. There are three Hospitality Industry qualification requirements for assessors:

1. **A qualified assessor will have achieved the National Competency Standards for Assessment, or equivalent standards.**

   ➢ *Conduct Assessment in Accordance With an Established Assessment Procedure*
      and
   ➢ *Plan and Review Assessment*

   The equivalent National Workplace Trainer Category Two Competency Standard is:
   Unit 3 - *Conduct Assessment*

   or

   The equivalent Hospitality Industry National Competency Standard is:
   GTR 05 - Conduct Assessment

   Competence in the above mentioned assessment standards can be achieved by:
   ➢ Completing a recognised training program in Assessment
      or
   ➢ Undertaking assessment of current assessment competencies through a formal recognition of prior learning (RPL) process.

In addition, to assess the Hospitality Industry National Competency Standards, the following two requirements must also be met. An assessor must:

2. **Be competent in the Hospitality Industry National Competency Standards being assessed (ie. have industry experience in the area being assessed) or must know how to work in partnership with a person who has achieved the relevant standards.**

3. **Have an understanding of the Hospitality Industry endorsed competency standards and their use as benchmarks for assessment within the context and culture of the enterprise/industry.**

USING QUALIFIED ASSESSORS

There is a range of options for the use of qualified assessors in the Hospitality Industry. The alternatives allow assessments to be conducted by an individual, partnership or team in order to meet enterprise specific needs whilst still meeting the industry's qualification criteria for assessors. The range of options may include the use of:

➢ an assessor who meets **all three** of the Hospitality Industry's assessor qualification requirements (as detailed in Section 2.I of this document)

➢ an assessor who is not competent in the area being assessed but who meets the other requirements. Assessment would be achieved in partnership with another person who is competent in, and can advise on, the relevant vocational competencies, preferably to the level above the unit being assessed (subject expert)

➢ an assessment panel with members who between them meet all the Hospitality Industry's qualification requirements for assessors.

PROFESSIONAL DEVELOPMENT FOR ASSESSORS

The professional development of Hospitality Industry assessors is the responsibility of the Registered Training Organisations. Any changes to the Hospitality Industry National Competency Standards or the National Competency Standards for Assessment will have implications for assessors. Relevant professional development must be undertaken as soon as possible after the implementation of the changes.

Tourism Training Australia and its network of State and Territory offices will endeavour to work closely with Registered Training Organisations to ensure that assessors are informed of any changes to competency standards and the assessment system.

GUIDELINES FOR DESIGNING ASSESSMENT MATERIALS

GUIDING PRINCIPLES FOR DEVELOPING ASSESSMENT MATERIALS

The guidelines for designing assessment materials will be based on the following principles, methods and general format for assessing competence:

➢ The purpose of assessment is to establish whether the participant has achieved the required level of competence as described in the Hospitality Industry National Competency Standards.

➢ The assessment involves making a judgement on the participant's competence, based on:
- assessment criteria outlined in the competency standards
- sufficient evidence of the participant's performance over a period of time
- the key principles of validity, reliability, fairness and flexibility.

➢ The criteria for assessment is holistic. That is, it integrates knowledge, skills and understanding in the "whole of work" situations. The criteria for a particular unit is also cross-referenced to other units so that assessment is coordinated and duplication is minimised.

➢ An integrated approach to assessment includes a combination of:
- Task skills - the requirement to perform individual tasks
- Task management skills - the requirement to manage a number of different tasks within the job
- Contingency Management skills - the requirement to respond to irregularities and breakdowns in routine
- Job/role environment skills - the requirement to deal with the responsibilities and expectations of the work environment including working with others.

➢ Assessment conditions should be or simulate the contemporary, authentic workplace situation.

➢ Assessment methods should gather appropriate evidence for the competency being assessed.

➢ Assessment methods are equitable to all groups of participants.

When designing assessment materials, there should be a table of specifications made out for each unit of competence, identifying the possible forms of evidence that best suits each unit of competence. Units of competence may be combined. The table of specifications should identify which evidence would suit each unit of competence, or part there of:

Elements & Performance Criteria	Suitable Forms of Evidence

ASSESSMENT AND EVIDENCE GATHERING METHODS

The following range of assessment and evidence gathering methods could be used to develop assessment materials for the Hospitality Industry.

DEMONSTRATION/SIMULATION		
Candidates may be observed directly or by indirect means such as video.		
ASSESSMENT TECHNIQUE	**DESCRIPTION**	**APPLICATION EXAMPLES**
Practical Demonstration	Demonstrates capabilities via steps and/or processes to produce a product or a work sample.	Prepare a staff roster. Prepare an itinerary. Deliver a tour commentary.
Practical Experience	Participant fulfils certain criteria as described in the unit of Competence. Demonstrates job specific skills.	Supervise staff performance and provide performance feedback. Co-ordinate with other departments.
Practical Demonstration in simulated work condition.	Participant is required to fulfil certain criteria as called for in the unit of competence, but in a simulated work condition.	Perform functional skills using equipment in a simulated work environment.
Problem Solving	Implement problem solving techniques to analyse a product or process for errors or problems.	Identify why a bank reconciliation does not balance. Identify the disparity in stock take, report variance.
DOCUMENTATION FORMAT		
ASSESSMENT TECHNIQUE	**DESCRIPTION**	**APPLICATION EXAMPLES**
Documents / Portfolios	Documentation of prior experience or learning as it is taking place. Evidence must be authenticated by the assessor.	Documentation can include: • certificates • letters of reference • verbal referees • course information • log books or diaries • reports • newsletters • minutes • correspondence • financial records.

Critical Incident	Identifies situations which need to be resolved and assessment is made on how skills could be used to overcome problems.	Solutions to: • breakdown of machinery • stock lines held up or out of stock • project behind schedule due to staff absenteeism.
Journal	A journal of competence development and skills acquired.	Journal recordings reflect skills as they are accomplished.

VISUAL FORMAT		
ASSESSMENT TECHNIQUE	DESCRIPTION	APPLICATION EXAMPLES
Oral Presentation	Demonstration of capabilities in a given field. Time is given for research. The participant presents arguments or evidence to the assessor.	Preparing a sales presentation is used to assess self confidence and verbal communication skills.
Presentation to Audience in presence of Assessor	Demonstration of capabilities in a given field. Time is given for research. The participant presents arguments or evidence to the assessor in the presence of a group such as a meeting etc.	Meetings, presentations etc.

AUDIO VISUAL FORMAT		
ASSESSMENT TECHNIQUE	**DESCRIPTION**	**APPLICATION EXAMPLES**
Interview	Demonstration of capabilities in an interview situation This may be conducted one to one or in a panel situation. This type of interview is normally highly structured and uses a range of questioning techniques.	Allows interaction: open, closed, hypothetical questioning techniques. Interview may be used to gather information on participants processes or skills.
Video	Demonstration of job specific skills in a video format. The video performance is analysed by the assessor.	Meetings, recording of assessment due to absence of assessor.
Visual / Oral Slide / Tapes	Presentation of photographs and audio tapes.	Skills performed on equipment that is generally inaccessible.

PROJECT FORMAT		
ASSESSMENT TECHNIQUE	**DESCRIPTION**	**APPLICATION EXAMPLES**
Case Study	Response to a situation which is presented by the assessor. Used to ascertain the participant's problem solving techniques, background knowledge.	Problem solving techniques. Case study on handling customer complaints. Case study on interpersonal issues and staff grievances.
Project	Demonstration of skills in the production of a project assignment.	Prepare a Business Plan with two year cash flows projections and budgets.

GROUP FORMAT		
ASSESSMENT TECHNIQUE	**DESCRIPTION**	**APPLICATION EXAMPLES**
Group Project	A group demonstration. The product or work sample should be the product of the contribution of all the members of the group.	Plan a promotional event. Prepare a work plan. Assessor can observe interaction, leadership, planning capabilities of each candidate.
Group Discussions	Participants may select or be assigned a topic for discussion. The topic should require analysis and problem solving.	Assessor may observe participant in a group situation, leadership skills and interpersonal interaction.
All round Assessment 360 degrees	Participant and the assessor plan how to call for feedback on the capabilities and competencies of participant - from peers, supervisors and people who may be supervised by the participants.	Questionnaire relating to duties. Meetings with supervisors and subordinates. Peers comments in a logbook. This type of assessment works well in conjunction with self assessment. All participants should be fully briefed on the competencies that are being assessed.

GUIDELINES FOR CONDUCTING ASSESSMENTS

PRINCIPLES FOR CONDUCTING ASSESSMENTS

All qualified assessors will have achieved competence in the National Workplace Assessment Competency Standards, or equivalent. The Hospitality Industry must assume that any such qualified assessor will understand the process for conducting assessments as detailed in those standards.

The guidelines for conducting assessments should be based on the following principles:

➢ The assessor must ensure that the assessment is consistent with the principles of validity, equity, authenticity and sufficiency.

➢ The person to be assessed must understand:
  • what is to be assessed
  • how it is to be assessed
  • where and when the assessment is to occur.

➢ The person being assessed must be aware of
  • their options for re assessment
  • the assessment appeals process.

➢ The assessor must provide feedback to the person being assessed, identify any missing evidence of competence and provide advice on how to overcome the skills gap.

➢ The assessor must record the outcome of the assessment:
  • on a document for the person being assessed, ***and***
  • on the Registered Training Organisation's documentation.

SIX STAGE ASSESSMENT MODEL

This is a six stage model that can act as a guide to conducting assessments in the Hospitality Industry. These stages apply to all assessments - whether conducted on the job or in a closely simulated situation. Each stage contains steps and guidelines which underpin the successful completion of each stage. These are:

Stage 1: **Plan the Assessment**

➢ Establish the assessment criteria from the Hospitality competency standards.

➢ Develop an assessment specification sheet:
  • organise the elements and competency standards in a table
  • work out whether you need to assess the process or the product
  • determine the forms of evidence that need to be collected
  • ensure evidence is sufficient, valid and reliable.

➢ Identify underpinning knowledge and any critical elements such as safety.

➢ Develop the assessment tools eg. observation guides, interview questions, tests.

➢ Ensure the assessment logistics are appropriate:
  • joint assessments utilise industry professionals of appropriate standing and they are adequately briefed on what assessment is
  • group assessments are carried out with appropriate arrangements in place ie. the period of assessment is adequate to make a valid judgement and the group size is not too large.

Stage 2: **Prepare the Participant**
➢ Explain the purpose, criteria and methods of collecting evidence for the assessment, to the participant well before the assessment.
➢ Negotiate collection of evidence with the participant.
➢ Determine with the participant whether any reasonable adjustments are necessary.
➢ Explain the purpose, criteria and methods for the assessment.
➢ Seek feedback regarding the participant's understanding of the assessment procedure.
➢ Use appropriate communication skills when preparing the participant.

Stage 3: **Carry Out the Assessment**
➢ Use a fair, appropriate, non-threatening assessment environment.
➢ Conduct the assessment (ensuring validity, reliability, fairness, flexibility, and other principles).
➢ Ask questions where appropriate to gauge the participant's understanding of the tasks they are performing.
➢ Use appropriate communication skills throughout the assessment.
➢ Take notes.
➢ Compare performance to the elements of the unit/s of competency.

Stage 4: **Provide Feedback and Advise the Result**
➢ Take time to review the outcome of the assessment and make judgement.
➢ Make a decision based on the evidence.
➢ Use an appropriate location for providing feedback to the participant.
➢ Have the participant self-assess their performance using open questioning techniques.
➢ Add any feedback necessary.
➢ Ask the participant to summarise the outcome and major aspects of the feedback.

Stage 5: **Record and Report the Result**
➢ Encourage the participant to complete a participant feedback sheet.
➢ Record the assessment result and provide a copy to the participant.
➢ Keep your own records and forward copies where this is required.
➢ File the assessment notes and result for future reference.
➢ Advise any other stakeholders as required.

Stage 6: **Review the Assessment**
➢ Reflect on the process. In particular reflect on the presence of the assessment principles, the appropriateness of the assessment methods, the appropriateness of the assessment surroundings.
➢ Refine the assessment activity and tools for use at a later time.

SOURCES OF INFORMATION ON ASSESSMENT

LIST OF ASSESSMENT RESOURCES
Some of the following resources, such as the ACCESS resources, relate more specifically to the Hospitality Industry but would be useful for Tourism assessments.

ACTRAC. (1994) *Assessor Training Program* - Learning materials. ACTRAC Products: Frankston.

Assessment Centre for Vocational Education. (1994) *Costing Training and Assessment - Issues Paper.* ACVE: St Leonards, NSW.

Assessors and Workplace Trainers Competency Standards Body. (1995) *Competency Standards for Assessment.* A&WT CSB: Sydney.

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Field, L. (1995) *Managing Organisational Learning.* Longman. Melbourne.

Foyster, J. (1990) *Getting to Grips with Competency Based Training and Assessment.* TAFE National Centre for Research and Development Ltd. Adelaide.

Hagar, P., Athanasou, J. and Gonzi, A. (1994) *Assessor Technical Manual.* AGPS. Canberra.

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Info Channel Australia. (1997) *Assessing Competence on and off the job.* Tasmania

National ACCESS Scheme. (1996) *Candidate Handbook.* Tourism Training Australia. Sydney.

National ACCESS Scheme. (1996) *Assessor Handbook.* Tourism Training Australia. Sydney.

National ACCESS Scheme. (1996) *Procedures Manual for ACCESS Representatives.* Tourism Australia. Sydney.

National ACCESS Scheme. (1996) *Recognising Job Skills.* audio-visual Tourism Training Australia. Sydney.

National Food ITC. (1995) *An Assessment Framework for the Food and Beverage Processing Industry.* National Food ITC. Brisbane.

National Office Skills Formation Advisory Body. (1993) *Record Book - Assessing Clerical Skills in the Workplace.* NOSFAB. Melbourne.

National Staff Development Committee. (1995) *Management Enhancement Team Approach (META) for VET Organisations.* National Staff Development Committee, Australian National Training Authority, Melbourne.

Office Training Company. (1995) *Office Administration Kit.* NOSFAB/Office Training Company. South Melbourne.

Rumsey, D. (1994) *Assessment Practical Guide.* AGPS. Canberra.

Rutherford, P. (1995) *Competency Based Assessment: A Guide to Implementation*. Pitman Publishing. Sydney.

Toop, L., Gibb, J. and Worsnop, P. (1994) *Assessment System Design* AGPS. Canberra.

Worsnop, P. (1993) *Competency Based Training - How to Do It for Trainers.* VEETAC CBT Working Party. Canberra.

THE TOURISM TRAINING NETWORK

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Level 5, 362 Kent Street
PO Box Q309 QVB Post Shop
SYDNEY NSW 1230
Ph: (02) 9290 1055
Fx: (02) 9290 1001
Email: TTA@ozemail.com.au

South Australia: **Tourism Training South Australia**
Office 13
12 O'Connell Street
NORTH ADELAIDE SA 5006
Ph: (08) 8239 0693
Fx: (08) 8239 0683
Email: thtsa@academy.net.au

Queensland: **Tourism Training Queensland**
8th Floor, Primary Products House
183 North Quay Street
PO Box 98 Roma Street
BRISBANE QLD 4003
Ph: (07) 3236 1990
Fx: (07) 3236 1810
Email: tourism@gil.com.au

A.C.T: **Tourism Training ACT & Region**
Canberra Business Centre
Bradfield Street, Downer
GPO Box 2092
CANBERRA CITY ACT 2601
Ph: (02) 6241 6777
Fx: (02) 6241 4392
Email: tourhosp@cit.act.edu.au

Tasmania: **Tourism Training Tasmania**
Hospitality House
176 New Town Road
NEW TOWN TAS 7008
Ph: (03) 6278 2699
Fx: (03) 6278 2261
Email: tourtrainas@onaustralia.com.au

New South Wales: **Tourism Training NSW**
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Email: ttnsw@enternet.com.au

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Email: ttvic@vicnet.net.au

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Smith Street Mall
GPO Box 359
DARWIN NT 0801
Ph: (08) 8941 1355
Fx: (08) 8941 1917
Email: tttnt@ozemail.com.au

Western Australia: **WA Tourism & Hospitality Industry Training Council**
Suite 33, Lincoln House
4 Ventnor Avenue
WEST PERTH WA 6005
Ph: (08) 9322 9922
Fx: (08) 9322 9933
Email: hosptou@opera.iinet.net.au

NATIONAL, STATE & TERRITORY RECOGNITION AUTHORITIES

National: **Australian National Training Authority (ANTA)**
AMP Place, 10 Eagle Street
BRISBANE QLD 4001
Ph: (07) 3426 2300
Fx: (07) 3246 2490

Victoria: **Office of Further and Technical Education (OTFE)**
Level 6, Rialto Building South Tower
525 Collins Street
MELBOURNE VIC 3000
Ph: (03) 9628 3585
Fax: (03) 9628 3116

New South Wales: **Dept. Technical Education Co-ordination (DTEC)**
Fourth floor, 1 Oxford Street
DARLINGHURST NSW 2010
Mail: Locked Bag 53
DARLINGHURST NSW 2010
Ph: (02) 9266 8130
            9266 8111
Fx: (02) 9266 8053

Queensland: **Dept. Employment, Voc. Ed., Training & Industrial Relations (DEVETIR)**
30 Mary Street
BRISBANE QLD 4001
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Ph: (07) 3247 5037
Fx: (07) 3247 0356

South Australia: **Dept. Employment, Training and Further Education SA (DETAFE SA)**
31 Flinders Street
ADELAIDE SA 5000
Mail: GPO Box 2352
ADELAIDE SA 5001
Ph: (08) 8226 3490
Fx: (08) 8226 0816

Western Australia: **WA Dept of Training**
151 Royal Street
EAST PERTH WA 6004
Ph: (08) 9235 6222
Fx: (08) 9235 6224

Tasmania: **Industrial Commission**
PO Box 1108L
HOBART TAS 7001
Ph: (03) 6233 7808
Fx: (03) 6231 1552

Dept Vocational Education and Training
PO Box 1625
HOBART TAS 7001
Ph: (03) 6233 4630
Fx: (03) 6233 4597

Northern Territory: **NT Employment and Training Authority (NTETA)**
GPO Box 2925
DARWIN NT 0801
Ph: (08) 8999 4222
Fx: (08) 8999 4223

A.C.T: **Vocational Education Training Authority (VETA)**
PO Box 985
Civic Square ACT 2608
Ph: (02) 6205 7777
Fx: (02) 6205 7045

TRAINING CURRICULUM AND LEARNING RESOURCES
Australian Training Products Ltd (ATP - formerly ACTRAC)
Level 5 321 Exhibition Street
MELBOURNE VIC 3001
Ph: (03) 9630 9836 (03) 9630 9837
Fx: (03) 9639 4684

COMPETENCY STANDARDS
National Assessors and Workplace Trainers Body
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Ph: (02) 9664 2305
Fx: (02) 9665 0549

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BACKGROUND AND ACKNOWLEDGMENTS

The Australian National Training Authority funded Tourism Training Australia to develop an integrated training package for the Hospitality industry. This training package builds upon the already comprehensive work completed over previous years in the development of standards, curriculum and resources.

The process of development has involved extensive research and consultation with industry and other relevant parties throughout Australia. Hospitality operators, associations, state training organisations and both public and private providers were represented on the National Industry Reference Group.

Tourism Training Australia would like to acknowledge the contribution of all those industry operators, associations, state training organisations, public and provate providers and those within the Tourism Training Network who have assisted with Hospitality Training Package project.

INTRODUCTION TO COMPETENCY STANDARDS

An essential component of the Hospitality Training Package was the review of existing competency standards, and development of new competency standards. Subsequently following competency standards have emerged:-
  ➢ Common Core (Tourism/Hospitality)
  ➢ Hospitality Core
  ➢ Commercial Cookery (including Kitchen Attending)
  ➢ Food and Beverage
  ➢ Gaming
  ➢ Front Office
  ➢ Housekeeping
  ➢ Patisserie
  ➢ Commercial Catering
  ➢ Security
  ➢ General Units (covering a range of areas)

KEY PRINCIPLES

The following principles underpin all the competency standards:

➢ These competency standards define the skills and knowledge required to work in the hospitality industry. The standards are designed to provide a flexible framework which can be used by all hospitality enterprises regardless of location or business size.

➢ To be meaningful and valuable, training and/or assessment based on these standards must be tailored to meet the specific needs of industry sectors, individuals and different cultural groups.

➢ The standards recognise the need to balance the commercial viability of hospitality and tourism operations with the need for culturally and environmentally appropriate practices.

WHAT ARE COMPETENCY STANDARDS?

Competency Standards are statements about the skills and knowledge that people need to perform their jobs to the required industry standards.

They are nationally agreed benchmarks for effective performance in the hospitality and tourism industry.

WHAT ARE COMPETENCY STANDARDS USED FOR?

Competency Standards are the key elements in ensuring that all training meets the real needs of industry. However, they can also be used for much more than training. They can form the basis for a complete and integrated human resource system.

The standards can be used for:
➢ compiling job descriptions and organising work structures
➢ recruitment
➢ determining training needs
➢ developing training and training resources/materials
➢ appraisals and skills assessment
➢ linkages between skills and industrial awards

HOW ARE THEY DEVELOPED?

Competency Standards are developed by the industry through an extensive process of research and consultation. Tourism Training Australia co-ordinated this process. Consultation was undertaken Australia wide using the Tourism Training State/Territory network. It involved wide circulation of standards with feedback obtained through a range of methods including focus groups, questionnaires and interviews.

Standards for the Hospitality industry have existed for several years. The development of the competency standards under the Hospitality Training Package, has been based on a review of existing work. It has also included technical update of the standards with the addition of more comprehensive Evidence Guides and Range of Variable statements.

WHAT DO COMPETENCY STANDARDS LOOK LIKE?

UNIT CODE: **THHCOR3A**

FOLLOW HEALTH SAFETY AND SECURITY PROCEDURES

Unit Descriptor   This unit deals with the skills and knowledge required to follow health, safety and security procedures. This unit applies to all individuals working in tourism and hospitality. It does not cover hygiene or first aid which are found in separate units.

| | **Unit Code** - Indicates the unit level |

| | **Unit Title** - Statement of what you do in the workplace |

| | **Unit Descriptor** Provides additional general information about the unit |

Element	Performance Criteria
1 **Follow workplace procedures on health, safety and security**	• Health, safety and security procedures are correctly followed in accordance with enterprise policy and relevant legislation and insurance requirements. • Breaches of health, safety and security procedures are identified and promptly reported........
2 **Deal with emergency situations**	• Emergency and potential emergency situations are promptly recognised and required action is determined and taken with scope of individual responsibility. • Emergency procedures are correctly followed in accordance with enterprise procedures........

3 **Maintain safe personal presentation standards**	• Personal presentation takes account of the workplace environment and hygiene and safety issues including:
	  • Appropriate personal grooming and hygiene
	  • Appropriate clothing and footwear

4 **Provide feedback on health, safety and security**	• Issues requiring attention are promptly identified • Issues are raised with the designated person in accordance with enterprise and legislative requirements

Elements
The building blocks which make up the unit

Performance Criteria
The level of performance that is required for each element. These are used as the tools for assessment

Range of Variables
• This unit applies to all hospitality and tourism sectors:
• Health, Safety and Security procedures may include but are not limited to procedures for:
  • Fire prevention
  • Evacuation procedures
  • Safe sitting, lifting and handling

Range of Variables
Provides guidelines on different situations and contexts

Evidence Guide
Underpinning Skills and Knowledge
• To demonstrate competence, evidence of skills and knowledge in the following is required:
  • Industry / sector insurance and liability requirements....
Context of Assessment
• This unit may be assessed on or off the job. Assessment should include........
Critical Aspects of Assessment
• Evidence should include a demonstrated understanding of the importance of working in accordance with health, safety and security procedures, and of the......
Linkages to Other Units
• This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

Evidence Guide
Shows the underpinning knowledge and skills needed for this unit
Provides guidelines for assessment

THE HOSPITALITY STANDARDS

The standards describe the skills and knowledge needed to work throughout the Hospitality industry. Individual units are combined to create a package of skills which suit the needs of the work situation.

HOW ARE THE STANDARDS ORGANISED AND CODED?

The following is an explanation of how the standards for the entire Hospitality industry are organised.

COMMON CORE
Competencies required by all people working in the Tourism & Hospitality Industry.

HOSPITALITY CORE
Competencies required by all people working in the Hospitality Industry.

HOSPITALITY FUNCTIONAL AREAS
Competencies required in functional areas of the Hospitality Industry
Units of competence may be selected according to the needs of a particular job.

COMMERCIAL COOKERY	COMMERCIAL CATERING	ASIAN COOKERY	PATISSERIE	FOOD & BEVERAGE	FRONT OFFICE	HOUSE KEEPING	SECURITY	GAMING

GENERAL UNITS
Competencies required by some people across all Hospitality Industry sectors
Units of competence may be selected according to the needs of a particular job

CUSTOMER SERVICE , SALES & MARKETING	HYGIENE, HEALTH, SAFETY & SECURITY	GENERAL ADMIN.	FINANCIAL ADMIN	COMPUTER TECHNOLOGY	TRAINING	LEADERSHIP

WHAT ARE THE MAIN FEATURES OF COMPETENCY STANDARDS?

CODING

Each nationally endorsed unit of competence has been allocated a unit code. This national code consists of:-

➤ a national identifier for those Hospitality units reviewed and developed as part of the Hospitality Training Package "THH".

➤ common core unit identifier for Tourism and Hospitality "COR".

➤ hospitality core unit identifier "HCO".

➤ stream/functional area identifier. For example G - Gaming, H - Housekeeping, FB - Food and Beverage etc.

➤ general unit identifier "G".

➤ a version descriptor. The first version descriptor for all recently reviewed and developed units of competence is "A". As revisions are undertaken and units of competence are updated, the version identifier will change to B, C, D etc to reflect the changes.

Example:-

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	COR01	A	Work With Colleagues and Customers
THH	HCO01	A	Develop and Update Hospitality Industry Knowledge
THH	BKA01	A	Organise and Prepare food
THH	BCC01	A	Use Basic Methods of Cookery
THH	BCAT01	A	Prepare Food According to Specific Dietary & Cultural Needs
THH	BPAT01	A	Prepare and Produce Pastries
THH	BFB01a	A	Clean Tidy Bar Areas
THH	BG01	A	Operate A Gaming Location
THH	BFO01	A	Receive and Process Reservations
THH	BH01	A	Provide Housekeeping Services to Guests
THH	BHTS01	A	Maintain Security of Premises and Property
THH	GCS01	A	Develop and Update Local Knowledge
THH	GHS01	A	Follow Workplace Hygiene Procedures
THH	GGA01	A	Communicate on the Telephone
THH	GFA01	A	Process Financial Transactions
THH	GCT01	A	Access & retrieve Computer Data
THH	GTR01	A	Coach other in Job Skills
THH	GLE01	A	Monitor Workplace Operations

Please note that an individual unit of competence does not have a formal level. It is only when units are packaged together in a qualification that a level is decided.

ARE THERE ANY TIPS ON USING THE STANDARDS?

Here are a few pointers to use to help you in using the standards:-

➢ The standards are statements about what people need to be **able to do** in the workplace - they are not designed to cover the details of training that may be needed for people to acquire the skills.

➢ The standards are written to be general enough to apply to the range of situations in the hospitality industry. Therefore you will see statement like 'in accordance with enterprise procedure' or 'as appropriate to the work situation'. **The standards provide a guide which can then be taken and tailored to meet the needs of specific sectors and business.**

➢ Remember the standards must allow for flexible tailoring and targeting of training and assessment.

➢ When using the standards take advantage of all the information that is provided. Often the Range of Variables and Evidence guides will provide extra information to help you achieve the results you need.

➢ While individual units of competence define the skills and knowledge in a particular area of work, it is the combination of several units which creates a meaningful outcome in the workplace. All users are encouraged to mix, match and combine units to meet specific needs.

You will find further information and guidance on using competency standards and other elements of the Hospitality Training Package in the "USER GUIDE PROFESSIONAL DEVELOPMENT RESOURCE" produced by Tourism Training Australia. Contact your local Tourism Training office for details.

Unit THHCOR01A
Work With Colleagues and Customers

Unit Descriptor	This unit deals with the interpersonal, communication and customer service skills required by all people working in the tourism and hospitality industries.

Element	Performance Criteria
1 Communicate in the workplace	• Communications with customers and colleagues are conducted in an open, professional and friendly manner. • Appropriate language and tone is used. • Effect of personal body language is considered. • Sensitivity to cultural and social differences is shown. • Active listening and questioning are used to ensure effective two way communication. • Potential and existing conflicts are identified and solutions sought with assistance from colleagues where required.
2 Provide assistance to internal and external customers	• Customer needs and expectations, including those with specific needs, are correctly identified and appropriate products and services are provided. • All communications with customers are friendly and courteous. • All reasonable needs and requests of customers are met within acceptable enterprise timeframes. • Opportunities to enhance the quality of service are identified and taken whenever possible. • Customer dissatisfaction is promptly recognised and action taken to resolve the situation according to individual level of responsibility and enterprise procedures. • Customer complaints are handled positively, sensitively and politely. • Complaints are referred to the appropriate person for follow up in accordance with individual level of responsibility.

3 Maintain personal presentation standards	• High standards of personal presentation are practised with consideration of:
	  • work location
	  • health and safety issues
	  • impact on different types of customers
	  • specific presentation requirements for particular work functions.

4	**Work in a team**	• Trust, support and respect is shown to team members in day to day work activities.
		• Cultural differences within the team are accommodated.
		• Work team goals are jointly identified.
		• Individual tasks are identified, prioritised and completed within designated time frames.
		• Assistance is sought from other team members when required.
		• Assistance is offered to colleagues to ensure designated work goals are met.
		• Feedback and information from other team members is acknowledged.
		• Changes to individual responsibilities are re-negotiated to meet reviewed work goals.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Depending upon the organisation and the specific situation customers may include but are not limited to:
  - members of other tourism and hospitality industry sectors
  - internal individuals or groups
  - local residents
  - visitors
  - media
  - workmates/colleagues.

- Customers with specific needs may include:
  - those covered by the Disability Discrimination Act (1992)
  - special cultural needs
  - unaccompanied children
  - parents with young children
  - single women.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - needs and expectations of different customers as appropriate to industry sector
  - knowledge of effective communication in relation to:
    - listening
    - questioning
    - non verbal communication
    - understanding of teamwork principles.

Context of Assessment:

- This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to communicate effectively with customers and colleagues (including these with special needs) within the range of situations required for the relevant job role. Evidence of competency should relate to different communication and customer service contexts and may need to be collected over a period of time.

- The focus of this unit will vary depending upon the cultural context of the workplace. Assessment should take account of the cultural variances and special requirements that apply in particular situations.

Linkages to Other Units:

- This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	-
Solving Problems	1
Using Technology	-

Unit THHCOR02A

Work in a Socially Diverse Environment

Unit Descriptor	This unit deals with the cultural awareness that is required by all people working in the tourism and hospitality industries. It includes the cultural awareness required for serving customers and working with colleagues from diverse backgrounds.

Element | **Performance Criteria**

1 Communicate with customers and colleagues from diverse backgrounds

- Customers and colleagues from all cultural groups are valued and treated with respect and sensitivity.
- Verbal and non verbal communication takes account of cultural differences.
- Where language barriers exist, efforts are made to communicate through use of gestures or simple words in the other person's language.
- Assistance from colleagues, reference books or outside organisations is obtained when required.

2 Deal with cross cultural misunderstandings

- Issues which may cause conflict or misunderstanding in the workplace are identified.
- Difficulties are addressed with the appropriate people and assistance is sought from team leaders.
- When difficulties or misunderstandings occur, possible cultural differences are considered.
- Efforts are made to resolve the misunderstanding, taking account of cultural considerations.
- Issues and problems are referred to the appropriate team leader/supervisor for follow up.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Cultural differences may include but are not limited to those of the following nature: (examples only):
  - race
  - language
  - special needs
  - disabilities
  - family structure
  - gender
  - age
  - sexual preference.

- Possible cultural differences may include but are not limited to:
  - language spoken
  - forms of address
  - levels of formality/informality
  - non-verbal behaviour
  - work ethics
  - personal grooming
  - family obligations
  - recognised holidays
  - customs
  - special needs
  - product preferences.

- Attempts to overcome language barriers may be made to:
  - meet and greet/farewell customers
  - give simple directions
  - give simple instructions
  - answer simple enquiries
  - prepare for, serve and assist customers
  - describe goods and services.

- Outside organisations may include but are not limited to:
  - interpretative services
  - diplomatic services
  - local cultural organisations
  - appropriate government agencies.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - principles that underpin cultural awareness
  - recognition of the different cultural groups in Australian society
  - basic knowledge of the culture of Australia's indigenous and non indigenous peoples
  - recognition of various international tourist groups (as appropriate to the sector and individual workplace)
  - principles of Equal Employment Opportunity (EEO) and anti-discrimination legislation as they apply to individual employees.

Context of Assessment:

- This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated knowledge of what it means to be 'culturally aware' and a demonstrated ability to communicate effectively with customers and colleagues from a broad range of backgrounds as required for the relevant job role. Evidence of competency should relate to different communication and customer service contexts and may need to be collected over a period of time.

- The focus of this unit will vary depending upon the cultural context of the workplace and the cultural background of the individual. Assessment should take account of the cultural variances and requirements that apply in particular situations.

Linkages to Other Units:

- This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units. This unit also has a very strong link with THHCOR01A Work with Colleagues and Customers and repetition in training should be avoided.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	-
Solving Problems	1
Using Technology	-

Unit THHCOR03A
Follow Health, Safety and Security Procedures

Unit Descriptor	This unit deals with the skills and knowledge required to follow health, safety and security procedures. This unit applies to all individuals working in the tourism and hospitality industries. It does not cover hygiene or first aid which are found in separate units.

Element	**Performance Criteria**
1 **Follow workplace procedures on health, safety and security**	• Health, safety and security procedures are correctly followed in accordance with enterprise policy and relevant legislation and insurance requirements. • Breaches of health, safety and security procedures are identified and promptly reported. • Any suspicious behaviour or occurrences are promptly reported to the designated person.
2 **Deal with emergency situations**	• Emergency and potential emergency situations are promptly recognised and required action is determined and taken with scope of individual responsibility. • Emergency procedures are correctly followed in accordance with enterprise procedures. • Assistance is promptly sought from colleagues and/or other authorities where appropriate. • Details of emergency situations are accurately reported in accordance with enterprise policy.

3 **Maintain safe personal presentation standards**	• Personal presentation takes account of the workplace environment and health and safety issues including:
	  • appropriate personal grooming and hygiene
	  • appropriate clothing and footwear.

4 **Provide feedback on health, safety and security**	• Issues requiring attention are promptly identified. • Issues are raised with the designated person in accordance with enterprise and legislative requirements.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Health, safety and security procedures may include but are not limited to procedures for:
  - emergency, fire and accident
  - hazard identification and control
  - use of personal protective clothing and equipment
  - safe sitting, lifting and handling
  - security of documents, cash, equipment, people
  - key control systems.

- Emergency situations may include but are not limited to:
  - bomb threats
  - deranged customers
  - accidents
  - robbery
  - fire
  - armed hold up
  - floods
  - earthquakes.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - industry/sector insurance and liability requirements in relation to individual staff responsibilities
  - relevant State/Territory occupational health and safety legislation in relation to obligations of employers and employees
  - common health, safety and activity procedures in tourism and hospitality workplaces
  - major causes of workplace accidents relevant to the work environment.

Context of Assessment:

- This unit may be assessed on or off-the-job. Assessment should include a range of methods to assess skills and underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated understanding of the importance of working in accordance with health, safety and security procedures, and of the potential implications of disregarding those procedures.

Linkages to Other Units:

- This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	-
Solving Problems	1
Using Technology	1

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BACKGROUND AND ACKNOWLEDGMENTS

The Australian National Training Authority funded Tourism Training Australia to develop an integrated training package for the Hospitality industry. This training package builds upon the already comprehensive work completed over previous years in the development of standards, curriculum and resources.

The process of development has involved extensive research and consultation with industry and other relevant parties throughout Australia. Hospitality operators, associations, state training organisations and both public and private providers were represented on the National Industry Reference Group.

Tourism Training Australia would like to acknowledge the contribution of all those industry operators, associations, state training organisations, public and provate providers and those within the Tourism Training Network who have assisted with Hospitality Training Package project.

INTRODUCTION TO COMPETENCY STANDARDS

An essential component of the Hospitality Training Package was the review of existing competency standards, and development of new competency standards. Subsequently following competency standards have emerged:-
  ➢ Common Core (Tourism/Hospitality)
  ➢ Hospitality Core
  ➢ Commercial Cookery (including Kitchen Attending)
  ➢ Food and Beverage
  ➢ Gaming
  ➢ Front Office
  ➢ Housekeeping
  ➢ Patisserie
  ➢ Commercial Catering
  ➢ Security
  ➢ General Units (covering a range of areas)

KEY PRINCIPLES

The following principles underpin all the competency standards:

➢ These competency standards define the skills and knowledge required to work in the hospitality industry. The standards are designed to provide a flexible framework which can be used by all hospitality enterprises regardless of location or business size.

➢ To be meaningful and valuable, training and/or assessment based on these standards must be tailored to meet the specific needs of industry sectors, individuals and different cultural groups.

➢ The standards recognise the need to balance the commercial viability of hospitality and tourism operations with the need for culturally and environmentally appropriate practices.

WHAT ARE COMPETENCY STANDARDS?

Competency Standards are statements about the skills and knowledge that people need to perform their jobs to the required industry standards.

They are nationally agreed benchmarks for effective performance in the hospitality and tourism industry.

WHAT ARE COMPETENCY STANDARDS USED FOR?

Competency Standards are the key elements in ensuring that all training meets the real needs of industry. However, they can also be used for much more than training. They can form the basis for a complete and integrated human resource system.

The standards can be used for:
➢ compiling job descriptions and organising work structures
➢ recruitment
➢ determining training needs
➢ developing training and training resources/materials
➢ appraisals and skills assessment
➢ linkages between skills and industrial awards

HOW ARE THEY DEVELOPED?

Competency Standards are developed by the industry through an extensive process of research and consultation. Tourism Training Australia co-ordinated this process. Consultation was undertaken Australia wide using the Tourism Training State/Territory network. It involved wide circulation of standards with feedback obtained through a range of methods including focus groups, questionnaires and interviews.

Standards for the Hospitality industry have existed for several years. The development of the competency standards under the Hospitality Training Package, has been based on a review of existing work. It has also included technical update of the standards with the addition of more comprehensive Evidence Guides and Range of Variable statements.

WHAT DO COMPETENCY STANDARDS LOOK LIKE?

UNIT CODE: *THHCOR3A*

> **Unit Code** - Indicates the unit level

FOLLOW HEALTH SAFETY AND SECURITY PROCEDURES

> **Unit Title** - Statement of what you do in the workplace

Unit Descriptor   This unit deals with the skills and knowledge required to follow health, safety and security procedures. This unit applies to all individuals working in tourism and hospitality. It does not cover hygiene or first aid which are found in separate units.

> **Unit Descriptor**
> Provides additional general information about the unit

Element	Performance Criteria
1 Follow workplace procedures on health, safety and security	• Health, safety and security procedures are correctly followed in accordance with enterprise policy and relevant legislation and insurance requirements. • Breaches of health, safety and security procedures are identified and promptly reported........
2 Deal with emergency situations	• Emergency and potential emergency situations are promptly recognised and required action is determined and taken with scope of individual responsibility. • Emergency procedures are correctly followed in accordance with enterprise procedures........

3 Maintain safe personal presentation standards	• Personal presentation takes account of the workplace environment and hygiene and safety issues including:
	  • Appropriate personal grooming and hygiene
	  • Appropriate clothing and footwear

4 Provide feedback on health, safety and security	• Issues requiring attention are promptly identified • Issues are raised with the designated person in accordance with enterprise and legislative requirements

> **Elements**
> The building blocks which make up the unit

> **Performance Criteria**
> The level of performance that is required for each element. These are used as the tools for assessment

Range of Variables
• This unit applies to all hospitality and tourism sectors:
• Health, Safety and Security procedures may include but are not limited to procedures for:
  • Fire prevention
  • Evacuation procedures
  • Safe sitting, lifting and handling

> **Range of Variables**
> Provides guidelines on different situations and contexts

Evidence Guide
Underpinning Skills and Knowledge
• To demonstrate competence, evidence of skills and knowledge in the following is required:
  • Industry / sector insurance and liability requirements....

Context of Assessment
• This unit may be assessed on or off the job. Assessment should include........

Critical Aspects of Assessment
• Evidence should include a demonstrated understanding of the importance of working in accordance with health, safety and security procedures, and of the......

Linkages to Other Units

• This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

> **Evidence Guide**
> Shows the underpinning knowledge and skills needed for this unit
> Provides guidelines for assessment

THE HOSPITALITY STANDARDS

The standards describe the skills and knowledge needed to work throughout the Hospitality industry. Individual units are combined to create a package of skills which suit the needs of the work situation.

HOW ARE THE STANDARDS ORGANISED AND CODED?

The following is an explanation of how the standards for the entire Hospitality industry are organised.

COMMON CORE
Competencies required by all people working in the Tourism & Hospitality Industry.

HOSPITALITY CORE
Competencies required by all people working in the Hospitality Industry.

HOSPITALITY FUNCTIONAL AREAS
Competencies required in functional areas of the Hospitality Industry
Units of competence may be selected according to the needs of a particular job.

COMMERCIAL COOKERY	COMMERCIAL CATERING	ASIAN COOKERY	PATISSERIE	FOOD & BEVERAGE	FRONT OFFICE	HOUSE KEEPING	SECURITY	GAMING

GENERAL UNITS
Competencies required by some people across all Hospitality Industry sectors
Units of competence may be selected according to the needs of a particular job

CUSTOMER SERVICE , SALES & MARKETING	HYGIENE, HEALTH, SAFETY & SECURITY	GENERAL ADMIN.	FINANCIAL ADMIN	COMPUTER TECHNOLOGY	TRAINING	LEADERSHIP

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THH	BHTS01	A	Maintain Security of Premises and Property
THH	GCS01	A	Develop and Update Local Knowledge
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IDENTIFICATION OF KEY COMPETENCIES WITHIN COMMERCIAL CATERING STANDARDS

	COMPETENCY	COMMUNICATING IDEAS & INFORMATION	COLLECTING, ANALYSING & ORGANISING INFORMATION	PLANNING & ORGANISING ACTIVITIES	WORKING WITH OTHERS & IN TEAMS	USING MATHEMATICAL IDEAS & TECHNIQUES	SOLVING PROBLEMS	USING TECHNOLOGY
THHBCAT01A	*Prepare Foods According to Specific Dietary & Cultural Needs*	2	2	2	2	2	2	2
THHBCAT02A	*Package Prepared Foodstuffs*	2	2	2	2	2	2	2
THHBCAT03A	*Transport and Store Food in a Safe & Hygienic Manner*	2	2	2	2	2	2	2
THHBCAT04A	*Operate a Fast Food Outlet*	2	3	3	2	2	2	2
THHBCAT05A	*Apply Cook-Chill Production Processes*	3	3	3	3	3	3	3
THHBCAT06A	*Apply Catering Control Principles*	2	2	2	2	2	2	2
THHADCAT01A	*Prepare Daily Meal Plans to Promote Good Health*	3	3	3	3	2	3	2
THHADCAT02A	*Develop Menus to Meet Special Cultural and Dietary Needs*	3	3	3	3	2	3	3
THHADCAT03A	*Select Catering Systems*	2	3	2	2	3	3	3
THHSCAT01A	*Manage Facilities Associated with Commercial Catering Contracts*	3	3	3	3	3	3	3
THHSCAT02A	*Plan the Total Concept for a Major Event or Function*	3	3	3	3	3	3	3
THHSCAT03A	*Prepare Tenders for Catering Contracts*	3	3	3	3	3	3	3
THHSCAT04A	*Design Menus to Meet Market Needs*	3	3	3	3	3	3	3
THHSCAT05A	*Select Cook-Chill Production Systems*	3	3	3	3	3	3	3

Unit THHBCAT01A

Prepare Foods According to Specific Dietary and Cultural Needs

Unit Descriptor	This unit refers to the preparation and cooking of foods to meet specific cultural and dietary needs.

Element	**Performance Criteria**

1 Prepare and present foods to satisfy dietary needs	• Special requirements for therapeutic diets are identified.
	 • Ingredients essential for therapeutic diet requirements are selected.
	 • Appropriate ingredients are selected to ensure the quality of end products, including:
	   • raw
	   • convenience food products.
	 • Suitable preparation and cooking techniques are employed.
	 • Food texture is modified where appropriate to suit specific requirements.
	 • An adequate range of nutritionally balanced food is presented in an appetising and attractive manner.

2 Prepare foods to satisfy special cultural needs	• Requirements are identified and met for specific cultural groups are identified including but not limited to:
	   • Middle Eastern
	   • Asian
	   • Mediterranean
	   • Hindu.
	 • Appropriate equipment and cooking techniques are employed for specific diets.
	 • Food is prepared and served taking into account cultural considerations.
	 • An adequate range of nutritionally balanced food is presented in an appetising and attractive manner.

3	**Prepare foods to satisfy target markets**	• Special dietary needs are identified and met for target groups including:
		  • aged
		  • infants, children, adolescents
		  • male/female
		  • hospital patients
		  • prisoners
		  • athletes
		  • defence personnel.
		• An adequate range of nutritionally balanced food is prepared and presented in an appetising and attractive manner.

Range of Variables

- This unit applies to all catering operations where food and related services are provided and includes the following establishments/operations:
    - educational institutions
    - cafeterias/kiosks/canteens/cafes/gourmet food shops
    - fast food outlets
    - health establishments
    - mining operations
    - defence forces
    - corrective services
    - residential catering
    - in-flight catering
    - transport catering
    - events catering
    - private catering.

- Special dietary needs includes therapeutic and contemporary regimes.

- Special dietary needs includes but is not limited to:
    - vegetarian
    - vegan
    - modified sodium/potassium
    - low fat/cholesterol
    - lacto-ovo
    - high fibre
    - gluten free
    - high/low energy
    - diabetic
    - modified texture
    - high/low protein
    - fluids.

- Special cultural needs include but are not limited to:
    - kosher
    - halal
    - vegetarian
    - hindu.

- Contemporary diet regimes include:
  - fit for life
  - macrobiotic
  - low-fat.

Evidence Guide

- Evidence is required of knowledge and understanding of a range of different cultural, dietary and special requirements. However, the focus of this range will vary according to the target markets of a particular workplace.

- Evidence of knowledge and understanding is required of basic principles and practices of:
  - nutrition
  - hygiene
  - occupational health & safety
  - dietary guidelines for Australians.

- This unit must be assessed in the workplace or in a simulated environment where a full range of suitable kitchen equipment and materials is provided.

Unit THHBCAT02A

Package Prepared Foodstuffs

Unit Descriptor	This unit refers to the packaging of prepared foodstuffs for transport from one location to another.

Element	**Performance Criteria**

1   Ensure food is suitable for packaging, storage and transportation

- Food meets requirements prior to packaging in terms of:
  - quality
  - shelf-life
  - microbiological condition
  - portion control.

2   Select packaging appropriate to specific food

- Packaging materials selected are:
  - non-contaminating
  - appropriate dimensions for selected food
  - visually appropriate to functional need
  - capable of protecting food from damage
  - environmentally appropriate
  - stackable and transportable.

3   Package food according to needs

- Hygiene, Occupational Health and Safety, and local health regulations requirements are met.
- Environmental requirements for the food packaging area are observed, including:
  - temperature control
  - humidity
  - design and construction.
- Appropriate packaging procedures are adopted according to enterprise specifications.
- Label foods according to Australian and New Zealand Food Authority regulations.

Range of Variables

- This unit applies to all catering operations where food and related services are provided and includes the following establishments/operations:
  - educational institutions
  - cafeterias/kiosks/canteens/cafes/gourmet food shops
  - fast food outlets
  - health establishments
  - mining operations
  - defence forces
  - corrective services
  - residential catering
  - in-flight catering
  - transport catering
  - events catering
  - private catering.

- The type of packaging used will vary according to the enterprise needs and the type of food being packaged.

Evidence Guide

- Knowledge and understanding is required of:
  - hygiene and food safety regulations
  - the characteristics of packaging materials
  - portion control
  - functional design requirements for food packaging areas
  - local health regulations pertaining to food production and packaging.

- Evidence is required of ability to interpret and implement enterprise specifications for food packaging.

- This unit must be assessed on-the-job. Where this is not practicable it may be assessed through simulations and case studies.

- This unit may be assessed in conjunction with THHBCAT03A - *Transport and Store Food in a Safe & Hygienic Manner.*

Unit THHBCAT03A

Transport and Store Food in a Safe and Hygienic Manner

Unit Descriptor	This unit refers to the transport of food after preparation to another location, and storage on its arrival.

Element	Performance Criteria

1 Identify appropriate food transportation	• Food transportation vehicles are selected according to Statutory Requirements including:
	  • temperature
	  • lining
	  • sealing.

2 Transport food safely & hygienically	• Food is packaged, loaded, restrained and unloaded appropriately. • Hygienic workpractices are employed and Occupational Health and Safety regulations are observed. • Appropriate records of food transportation are maintained.

3 Store food safely and hygienically	• Food storage environments are selected appropriate to specific food type including:
	  • dairy
	  • meat and fish
	  • fruit and vegetables
	  • dried goods.
	• Appropriate environmental conditions for specific food types are maintained, including:
	  • temperature
	  • humidity.
	• Hygienic workpractices are employed and Occupational Health and Safety regulations are observed.
	• Nutritional quality is optimised.
	• Storage area is kept free from contaminants.

Range of Variables

- This unit applies to all catering operations where food and related services are provided and includes the following establishments/operations:
  - educational institutions
  - cafeterias/kiosks/canteens/cafes/gourmet food shops
  - fast food outlets
  - health establishments
  - mining operations
  - defence forces
  - corrective services
  - residential catering
  - in-flight catering
  - transport catering
  - events catering
  - private catering.

- The type of transport being used will vary according to the enterprise needs and the type of food being transported.

Evidence Guide

- Knowledge of the hygiene and Occupational Health & Safety requirements for food storage and transport must be demonstrated.

- Evidence of knowledge and understanding of the storage requirements of specific food types is required.

- Knowledge of Hazard Analysis and Critical Control Points (HACCP) principles and stock control is required.

- This unit must be assessed on-the-job. Where this is not practicable, it may be assessed through simulations and case studies.

- This unit may be assessed in conjunction with THHBCAT02A - *Package Prepared Foodstuffs*.

Unit THHBCAT04A

Operate a Fast Food Outlet

Unit Descriptor	This unit deals with the preparation and service of fast foods in a small outlet in a range of venues in the hospitality and tourism industry.

Element	Performance Criteria
1 Prepare for service	• Products and food items are checked and restocked where necessary. • Mise en place is carried out to ensure sufficient and appropriate food items are prepared in order to commence service. • Mise en place is completed before service commences. • On going requirements for additional food items are met at an appropriate time. • Service area and food items are displayed in a clean, hygienic and attractive manner.
2 Serve customers	• Customer requirements are determined and met, in terms of speed of service, quantity, quality, additions and modifications to standard recipes, special requirements. • Customer relations skills are used to provide polite, efficient and effective service. • Assistance is provided to customers in selection of food items where required. • Selling skills are employed appropriately according to enterprise practices. • Thorough product knowledge is acquired and up-dated.

3	**Cook, and prepare food**	• Appropriate equipment is selected and used correctly for particular cooking methods. • Correct ingredients are selected and assembled according to enterprise practices. • Appropriate cooking methods are employed according to enterprise procedures. • Foods requiring re-heating are heated at the correct temperature for the required length of time, according to enterprise practices and the principles of food safety. • Work is organised in consultation with other team members where appropriate, to ensure that food is prepared or cooked in a timely manner and on going customer service is provided. • Portion control is used in order to minimise waste.
4	**Present food**	• Food items are presented attractively without drips or spills, and according to the enterprise requirements. • Food is portioned according to enterprise standards. • Food is presented in the appropriate hot or cold storage/presentation equipment.
5	**Store food**	• Food is stored in the correct manner according to principles and practices of hygiene and food safety. • Stock is monitored, accounted for and re-ordered when required.
6	**Clean and maintain equipment**	• Equipment is maintained according to manufacturer's instructions. • Equipment is cleaned where required before, during, and after completion of service.
7	**Comply with occupational health and safety regulations**	• Health and safety work practices are used according to State/Territory legislation. • Mise en place and cooking is carried out with regard to safe work practices. • Equipment is operated in a safe manner according to manufacturer's instructions and principles of occupational health and safety.
8	**Observe principles and practices of hygiene**	• Personal hygiene is maintained at all times. • Food hygiene is maintained according to the principles and practices of hygiene and food safety.

9	**Handle cash**	• Cash float is received and checked accurately using correct documentation.
		• Cash registers are operated using manufacturer's specifications and enterprise procedures.
		• Cash transactions are carried out promptly, correctly and accurately according to enterprise practices.
		• Non-cash transactions are carried out correctly according to enterprise procedures.
		• Safety of cash is ensured, according to enterprise practices.
		• Reconciliation of takings is carried out accurately using specified documentation.

Range of Variables

- This unit applies to the following enterprises:
  - attractions
  - theme parks
  - events
  - sporting venues
  - kiosks and small food outlets.

- Food outlets may be:
  - mobiles/trays
  - stands
  - carts.

- Fast food refers to food which has been prepared off-site and requires re-thermalising, and to simple food items which require basic cooking techniques, including:
  - hot dogs
  - pizza
  - fish and chips
  - hamburgers
  - fried chicken
  - pop corn
  - sandwiches
  - souvlaki/doner kebabs
  - noodles and pasta
  - pre-prepared soups
  - ice cream and shakes
  - fairy floss
  - pies.

- Mise en place refers to basic preparation before service including:
  - assembling and preparing ingredients for menu items
  - cleaning, peeling and slicing fruit and vegetables
  - preparing simple food items such as salads, sandwiches, garnishes, coatings and batters
  - selection and handling (thawing, reconstituting, regenerating, rethermalising) of portion controlled and convenience products
  - display goods in appropriate storage facility.

- Cooking methods include deep frying and grilling and an appropriate selection from the following according to enterprise requirements:
  - hot plate

  - re heating

  - microwaving

  - baking

  - roasting

  - boiling

  - char-grilling, barbeque.

- Equipment includes microwaves, deep fryers, hot plates, rotisseries, pans and urns, bains marie, food warmers.

- Cash handling/storing equipment may include electronic or manual cash registers and strong boxes and individual cash bags.

Evidence Guide

- Evidence of knowledge and understanding of the following is required:
  - personal and food hygiene

  - customer relations and communication skills

  - basic knowledge of the tourism and hospitality industry.

- This unit should be assessed on-the-job or in a simulation where sufficient and appropriate food service and cooking equipment is provided. It does not require a fully equipped commercial kitchen.

- This unit may be assessed in conjunction with other units including the basic Kitchen Attending units from the Commercial Cookery standards.

- Where the Kitchen Attending units have already been completed, recognition of this should be taken into account in delivering and assessing this unit.

- Where the unit *BCC01 Use Basic Methods of Cookery* has been completed, recognition of this should be taken into account in delivering and assessing this unit.

Unit THHBCAT05A

Apply Cook-Chill Production Processes

Unit Descriptor	This unit applies to the planned process of food preparation, cooking, chilling, storage and re-thermalisation of food by cook-chill.

Element	**Performance Criteria**
1 **Ensure goods received conform to appropriate food hygiene and health standards**	• Temperature of delivered goods are within specified tolerances. • Meats, dairy and perishables are received and checked against requisition docket for quality and freshness as per enterprise specifications.
2 **Prepare and cook food to safe industry standards**	• The food is cooked to specified internal temperatures. • Microbiological and chemical changes are kept within safe tolerances. • Quality of food is consistently maintained at the optimum level in terms of taste and appearance.

3 **Chill cooked food**	• Time and temperature standards for chilling are fulfilled for:
	  • blast chilling
	  • water-bath chilling.
	• Food quality is maintained.

4 **Store cooked food under refrigeration**	• Time and temperature standards for storage are fulfilled. • Spoilage is minimised. • Food is dynamically stored (first in - first out). • Appropriate containers for storage are selected. • Labelling is correct and clear. • Storage temperatures are monitored.
5 **Distribute cook-chill products**	• Where necessary, food is transported from production kitchen to outlets by refrigerated transport or insulated containers. • Safe handling of food is maintained throughout the distribution cycle. • Temperature levels are checked and recorded at dispatch and receiving. • Hazard Analysis and Critical Control Points (HACCP) requirements are observed during the entire cookchill cycle.

6	**Rethermalise (reheat) cook-chill food products**	• Rethermalisation of food is executed to standard guidelines for bulk foods, plated meals, sous-vide products, meals-on-wheels and take-away meals using appropriate methods including:

- low heat convection
- infra-red radiation
- microwave
- water bath
- kettle
- combination convection ovens.

Range of Variables

- This unit applies to all catering operations where cook-chill is used and includes the following establishments/operations:
  - educational institutions
  - cafeterias/kiosks/canteens/cafes/gourmet food shops
  - fast food outlets
  - health establishments
  - mining operations
  - defence forces
  - corrective services
  - residential catering
  - in-flight catering
  - transport catering
  - events catering
  - private catering.

- This unit applies to the food production by cook-chill methods either in the workplace or in a centralised production kitchen.

Evidence Guide

- Knowledge and understanding is required of:
  - temperature specifications for the maintenance of food quality
  - food storage requirements
  - principles and methods of food production
  - cook-chill systems
  - use of cook-chill production equipment
  - Occupational Health & Safety and hygiene regulations.

- Hazard Analysis and Critical Control Points (HACCP) requirements must be observed during the entire cook-chill cycle.

- This unit must be assessed on-the-job, or in a simulated environment where appropriate cook-chill equipment is provided.

Unit THHBCAT06A

Apply Catering Control Principles

Unit Descriptor	This unit covers the application of catering control principles to the ordering, storage and processing of food, in order to minimise wastage.

Element	**Performance Criteria**

1 Identify procedures to reduce wastage	• Procedures for reducing wastage are identified, including:
	  • portion control
	  • ordering to specifications
	  • stock rotation
	  • using appropriate equipment
	  • appropriate storage
	  • standard recipe cards.
	• Security measures to reduce loss are identified.

2 Carry out catering control procedures	• Portion control is carried out effectively. • Calibrated equipment is used where appropriate to ensure correct portion control. • Recipes are followed accurately to avoid mistakes. • Ordering is appropriate for turnover and is adequate but minimum for requirements. • Stock is rotated and accurately documented. • Food is correctly and securely stored to minimise wastage and loss.
3 Dispose of waste	• Re-usable products including off-cuts, bones and trimmings are utilised effectively. • Re-cyclable products such as glass, plastics, paper and vegetable matters are utilised or disposed of in an environmentally appropriate way. • Non-recyclable products are disposed of according to occupational health and safety requirements and relevant regulations.

Range of Variables

- This unit applies to all catering operations where food and related services are provided and includes, but is not limited to, the following establishments/operations:
  - educational institutions
  - cafeterias/kiosks/canteens/cafes/gourmet food shops/restaurants/hotels
  - fast food outlets
  - health establishments
  - mining operations
  - defence forces
  - corrective services
  - residential catering
  - in-flight catering
  - events catering
  - private catering.

- Catering control procedures are the processes and procedures implemented at the operational level that result in the control of costs, energy usage, materials and time.

Evidence Guide

- Evidence of knowledge and understanding is required of basic principles and practices of:
  - hygiene
  - occupational health and safety
  - storage of food
  - ordering and stock control.

- This unit should be assessed on-the-job or in a simulated environment where candidates may undertake suitable activities such as ordering, storing and preparing food. Assessment of underpinning knowledge should be supported by oral or written tests/questions and case studies either on or off the job.

- This unit may be assessed in conjunction with other suitable catering or kitchen units of competence.

Unit THHADCAT01A
Prepare Daily Meal Plans to Promote Good Health

Unit Descriptor	The unit focuses on the knowledge and skills required to meet the nutritional requirements of all Australians including different target groups. It involves preparation of meal plans, diets and menus according to nutritional requirements. It does not focus on general menu planning principles involving budgetary, marketing and cultural concerns.

Element	Performance Criteria

1 **Identify dietary and nutritional needs of the target group**	• Target groups are identified in terms of:
	  • age requirements
	  • life style
	  • food preferences.

2 **Prepare daily meal plans and menus**	• A range of suitable foods, meals and menus are selected considering:
	  • Dietary Guidelines for Australians
	  • an individual's likes and dislikes
	  • food of differing energy and nutrient density
	  • the special needs of specific groups
	  • menu planning principles.
	• Meal plans and menus that promote good health and reduce the incidence of diet-related health problems are developed.
	• Cyclic menus are prepared when required, and balanced in terms of nutritional requirements and variety.
	• Food preparation and cooking methods are recommended to maintain maximum nutritional value of food.
	• Menus are evaluated to ensure appropriate nutritional content and balance.

3 **Evaluate meals and menus**	• Meals and menus are evaluated to ensure customer satisfaction.

Range of Variables

- This unit applies to all catering operations where food and related services are provided and includes the following establishments/operations:
  - educational institutions
  - cafeterias/kiosks/canteens/cafes/gourmet food shops
  - fast food outlets
  - health establishments
  - mining operations
  - defence forces
  - corrective services
  - residential catering
  - in-flight catering
  - events catering
  - private catering.

- Target groups include all sectors of the population including infants, children, adolescents, aged, and those with varying nutritional and energy requirements due to physical condition, lifestyles and preferences.

- Methods used to evaluate diets and meal plans, and analyse foods, may include computer programs, customer feedback questionnaires and customer and health support personnel interviews.

Evidence Guide

- Evidence of knowledge and understanding is required of basic principles and practices of:
  - hygiene
  - occupational health and safety.

- Knowledge and understanding of the following is required:
  - Dietary Guidelines for Australians
  - the food groups
  - food selection guides
  - suitable foods for selected target groups when planning diets and menus
  - food preparation skills to ensure maximum nutrition of foods, and to assist in improving healthy food choices by clients.

- A knowledge and understanding of the use of food analysis tables in the preparation of diet plans and menus is required.

- This unit may be assessed either on or off-the-job. The assessment should include comprehensive theory tests or questioning, plus practical case studies and/or projects.

Unit THHADCAT02A

Develop Menus to Meet Special Cultural and Dietary Needs

Unit Descriptor	This unit refers to the development of menus and meal plans to meet specific cultural and dietary needs.

Element	**Performance Criteria**

1 Identify the special dietary and cultural needs of customers	• Special dietary and cultural needs of customers are identified in terms of:
	  • dietary principles
	  • inclusive and exclusive foods
	  • physical needs
	  • nutritional requirements
	  • social preferences.
	• Contemporary dietary regimes are taken into consideration including:
	  • Pritiken
	  • Fit-for-life
	  • macrobiotic.

2 Develop menus to meet special dietary needs	• Target markets are identified including:
	  • aged care
	  • infants/children/adolescents
	  • corrective services
	  • defence forces
	  • athletes
	  • health care institutions.
	• Menus are balanced to meet nutritional needs of customers.
	• Appropriate combinations of food are identified to meet macro and micro nutrient requirements.
	• Special dietary needs are observed including:
	  • texture
	  • composition.
	• Sufficient choice of dishes is incorporated into the menus.
	• Menus are costed to comply with costing constraints.
	• Correct terminology is used.

3 Develop menus to meet special cultural needs	• Target markets are identified. • Cultural customs are observed. • Sufficient choice of dishes is incorporated into the menus. • Correct terminology is used.

Range of Variables

- This unit applies to all catering operations where food and related services are provided and includes the following establishments/operations:
  - educational institutions
  - cafeterias/kiosks/canteens/cafes/gourmet food shops
  - health establishments
  - defence forces
  - corrective services
  - residential catering
  - in-flight catering
  - transport catering
  - events catering
  - private catering.

- Special dietary needs includes therapeutic and contemporary regimes.

- Special dietary needs includes but is not limited to:
  - vegetarian
  - vegan
  - modified sodium/potassium
  - low fat/cholesterol
  - gluten free
  - lacto ovo
  - high fibre
  - modified texture
  - high/low protein
  - fluids
  - high/low energy
  - diabetic.

- Special cultural needs includes but is not limited to:
  - kosher
  - halal
  - hindu
  - vegetarian.

- Contemporary diet regimes include:

- Fit for life
- macrobiotic
- low-fat.

Evidence Guide

- Evidence of knowledge and understanding of the following is required:
  - Dietary Guidelines for Australians
  - the food groups
  - suitable foods for selected target groups
  - food analysis tables.

- This is addressed in THHADCAT1A - *Prepare Daily Meal Plans to Promote Good Health.*

- Evidence of knowledge and understanding is required of basic principles and practices of the following:
  - hygiene
  - occupational health and safety
  - menu planning.

- Evidence is required of knowledge and understanding of a range of different cultural, dietary and special requirements. However, the focus of this range will vary according to the target markets of a particular workplace.

- Evidence of knowledge and understanding is required of dietary sensitivities and their consequences, including food allergies and intolerances.

- This unit may be assessed either on or off the job. The assessment should include comprehensive theory tests or questioning, case studies and/or projects in order to assess underpinning knowledge.

- This unit may be assessed in conjunction with THHBCAT01A - *Prepare Foods According to Specific Dietary and Cultural Needs.*

Unit THHADCAT03A

Select Catering Systems

| **Unit Descriptor** | This unit deals with the evaluation and selection of a catering system(s) to meet the food production needs of a catering enterprise. It focuses on the information required in order to be able to make such a selection. |

Element   **Performance Criteria**

1   Identify requirements for a catering system

- Reasons for a catering system are examined carefully and taken into consideration.
- Requirements for a catering system are identified, including:
    - client profile
    - budget
    - menu type
    - production volume
    - available facilities and equipment
    - nutritional requirements
    - capability of kitchen team and training required
    - location of service points
    - holding requirements.
- Specific requirements for installation are evaluated.

2   Select the system required

- Information about the equipment used in the proposed system is taken into account, including for each stage:
    - receiving
    - storing
    - preparation
    - preparation/cooking
    - post cooking storing
    - rethermalisation where applicable
    - serving.
- Advantages and disadvantages of the chosen system are considered.
- The production and organisational changes required to reflect the system are taken into account.
- Menu items are compatible with the type of system chosen.
- Quality control requirements for the system are identified.
- Hazard and critical control points for the system are identified.

Range of Variables

- This unit applies to all catering operations where food and related services are provided and includes the following establishments/operations:
  - educational institutions
  - cafeterias/kiosks/canteens/cafes/gourmet food shops
  - fast food outlets
  - health establishments
  - mining operations
  - defence forces
  - corrective services
  - residential catering
  - in-flight catering
  - events catering
  - private catering.

- This unit relates to the endorsed standard for Commercial Cookery *THHBCC14*A *Organise Bulk Cooking Operations*, specifically to Element 5 *Select the system required.*

- Catering systems refers to an integrated and distinct production, distribution and service system, including the following:
  - fresh cook
  - cook chill - 5 day life
  - cook chill - extended life
  - cook freeze.

Evidence Guide

- Evidence of detailed knowledge and understanding of the following food service systems is required:
    - fresh cook
    - cook chill - 5 day life
    - cook chill - extended life
    - cook freeze.

- Knowledge and understanding of nutrition principles which relate to each system must be demonstrated.

- Knowledge and understanding is required of the principles and requirements of the following regulations and legislation:
    - occupational health and safety
    - hygiene codes
    - hazard and critical control points (HACCP)
    - statutory regulations.

- This unit may be assessed either on or off-the-job through case study analysis and/or theory tests.

Unit THHSCAT01A

Manage Facilities Associated with Commercial Catering Contracts

Unit Descriptor	This unit deals with the management of facilities associated with commercial catering operations, at a supervisory or managerial level.

Element	**Performance Criteria**

1 Maintain facilities associated with commercial catering contracts	• Responsibility for specific maintenance functions is allocated in terms of:
	  • in-house
	  • external sub-contractors.
	• Regular maintenance is organised for the facilities and may include:
	  • gardening
	  • cleaning
	  • building and repairs
	  • laundry
	  • plumbing and electrical.
	• Budgetary targets established and maintained.

2 Manage stores and storage areas	• Stock is purchased, received, stored and transferred according to enterprise requirements. • Effective stock control procedures are applied, including stock taking and reconciliation. • Storage areas are maintained and stock transferred according to OH & S and Health Department regulations. • Stock is distributed according to requisition.
3 Maintain an assets register	• All assets are clearly identified and registered. • Routine audits of assets are conducted. • Asset and inventory reports are issued.

4 Manage client services associated with the facility	• Customer requirements are met including:
	  • carparking
	  • public conveniences
	  • ticket collection
	  • security
	  • recreational services
	  • ushering
	  • lost property.

Range of Variables

- This unit applies to all catering operations where contracts involve facilities management and includes the following establishments:
  - educational institutions
  - cafeterias/kiosks/canteens/cafes/gourmet food shops
  - fast food outlets
  - health establishments
  - mining operations
  - defence forces
  - corrective services
  - residential catering
  - in-flight catering
  - transport catering
  - events catering
  - private catering.

Evidence Guide

- Knowledge and understanding is required of:
  - stock control
  - sanitation
  - budgeting
  - occupational health and safety
  - health department regulations
  - client management.

- This unit should be assess on-the-job through a simulation.

Unit THHSCAT02A

Plan the Total Concept for a Major Event or Function

Unit Descriptor	This unit refers to the planning of the total concept for a major event or function.

Element	**Performance Criteria**

1 Prepare a strategy plan for a major event/function	• The theme and operational context of the event/function is identified.
	• The elements of the total concept are defined including:
	  • budget
	  • marketing
	  • management
	  • staffing
	  • logistics.
	• Operational procedures are detailed including:
	  • responsibilities
	  • resources
	  • security
	  • purchasing
	  • storage
	  • production
	  • distribution
	  • client services
	  • waste management.

Range of Variables

- This unit applies to all catering operations where food and related services are provided and includes the following establishments/operations:
  - cafeterias/kiosks/canteens/cafes/gourmet food shops
  - educational institutions
  - health establishments
  - mining operations
  - transport catering
  - defence forces
  - events catering
  - private catering.

- Major events and functions includes sporting events, defence operations, cultural and civic festivals, agricultural shows, exhibitions, product launches, and major social celebrations.

- It may be in a central location or across a range of smaller locations indoors or outdoors.

Evidence Guide

- Evidence of knowledge and understanding is required of basic principles and practices of the following:
  - financial control
  - marketing
  - hygiene
  - security/crowd control
  - human resource management
  - facilities management
  - waste management
  - Occupational Health & Safety
  - stock control
  - food production techniques
  - nutrition
  - distribution of prepared foodstuffs.

- This unit should be assessed on-the-job or through a simulation.

- Evidence of competence should include detailed plans for all elements of the total concept and operational procedures.

Unit THHSCAT03A

Prepare Tenders for Catering Contracts

Unit Descriptor	This unit of competency is aimed at a supervisory level. It is envisaged that a person at this level would contribute information to the preparation of tender documents, but the final preparation of the tenders would be the responsibility of management staff at a higher level of responsibility.

Element   **Performance Criteria**

1   Clarify the requirements of specific tender briefs

- Unique requirements of contracts are identified.
- Fixed and variable costing elements of contracts are identified including:
  - food and beverage
  - transport
  - security
  - staffing.

2   Prepare submissions for senior management

- Proposed operational details are listed including:
  - mode of operation
  - staffing
  - transport
  - stock control
  - security/emergency plan
  - facilities management.
- Proposed products and outcomes are identified including:
  - menus
  - food and beverage specifications
  - service
  - decor.

Range of Variables

- This unit applies to all catering operations where food and related services are provided and includes the following establishments/operations:
  - educational institutions
  - health establishments
  - mining operations
  - cafeterias/kiosks/canteens/cafes/gourmet food shops
  - defence forces
  - corrective services
  - residential catering
  - in-flight catering
  - transport catering
  - events catering
  - private catering.

- Catering contracts may be tendering for specific events or ongoing supply to venue/venues.

Evidence Guide

- Evidence of knowledge and understanding is required of basic principles and practices of the following:
  - costing & budgeting
  - marketing
  - security/crowd control
  - human resource management
  - facilities management
  - stock control.

- This unit may be assessed on-the-job or off-the-job through simulations.

Unit THHSCAT04A

Design Menus to Meet Market Needs

Unit Descriptor	This unit of competency is an extension of competencies identified under *THHBCC13A - Plan and control menu-based catering* and focuses on menu planning as a marketing and management tool.

Element	Performance Criteria
1 Identify target market	• Characteristics of the enterprise products or services are clearly defined. • Products and services are clearly aligned with relevant market sectors.

2 Identify market trends	• Market trends are identified in terms of:
	  • contemporary eating habits
	  • media influence
	  • cultural and ethnic influences
	  • seasonal and popular influences
	  • major events and festivals.

3 Create menus based on market analysis and within budgetary constraints	• Menu items are analysed in terms of sales performance. • Customer satisfaction with menus is monitored. • Menus are constructed to meet market demands. • Menus are constructed to meet budgetary targets.

Range of Variables

- This unit applies to all catering operations where food and related services are provided and includes the following establishments/operations:
  - educational institutions
  - health establishments
  - mining operations
  - defence forces
  - cafeterias/kiosks/canteens/cafes/gourmet food shops
  - corrective services
  - residential catering
  - in-flight catering
  - transport catering
  - events catering
  - private catering.

Evidence Guide

- Knowledge and understanding is required of basic principles and practices of the following:
  - costing & budgeting
  - market analysis
  - cultural and ethnic dining influences
  - customer evaluation techniques
  - menu construction
  - seasonal products
  - nutritional needs of target groups
  - seasonal products
  - nutritional needs of target groups.

- This unit may be assessed on-the-job or off-the-job through simulations.

Unit THHSCAT05A

Select Cook-Chill Production Systems

Unit Descriptor	This unit applies to supervisors who may be required to select and purchase a cook-chill system.

Element	**Performance Criteria**

1 **Analyse the food production requirements for the enterprise**	• Characteristics of a range of food production processes are identified, including:
	   • cook-fresh
	   • cook-chill
	   • cook-freeze.
	 • Criteria for the selection of a suitable food production system are defined.

2 **Select the food production system which best suits the needs of the enterprise**	• Client requirements are identified.
	 • Enterprise constraints are identified in terms of:
	   • facilities
	   • equipment
	   • operational environment
	   • financial.
	 • Staffing requirements are determined.
	 • Food production characteristics are matched correctly with client needs and enterprise capacity.

Range of Variables

- This unit applies to all catering operations where cook-chill is used and includes the following establishments/operations:
  - educational institutions
  - cafeterias/kiosks/canteens/cafes/gourmet food shops
  - fast food outlets
  - health establishments
  - mining operations
  - defence forces
  - corrective services
  - residential catering
  - in-flight catering
  - transport catering
  - events catering
  - private catering.

Evidence Guide

- Knowledge and understanding of:
  - temperature specifications for the maintenance of food quality
  - food storage requirements
  - principles and methods of food production
  - cook-chill systems
  - use of cook-chill production equipment
  - Hazard Analysis and Critical Control Points (HACCP)
  - Occupational Health & Safety and hygiene regulations.

- This unit may be assessed on or off-the-job through simulations, supported by comprehensive tests, questioning, case studies and/or projects to test the underpinning knowledge.

- Evidence should demonstrate a thorough knowledge of cook-chill systems appropriate to the enterprise.

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BACKGROUND AND ACKNOWLEDGMENTS

The Australian National Training Authority funded Tourism Training Australia to develop an integrated training package for the Hospitality industry. This training package builds upon the already comprehensive work completed over previous years in the development of standards, curriculum and resources.

The process of development has involved extensive research and consultation with industry and other relevant parties throughout Australia. Hospitality operators, associations, state training organisations and both public and private providers were represented on the National Industry Reference Group.

Tourism Training Australia would like to acknowledge the contribution of all those industry operators, associations, state training organisations, public and provate providers and those within the Tourism Training Network who have assisted with Hospitality Training Package project.

INTRODUCTION TO COMPETENCY STANDARDS

An essential component of the Hospitality Training Package was the review of existing competency standards, and development of new competency standards. Subsequently following competency standards have emerged:-

- ➢ Common Core (Tourism/Hospitality)
- ➢ Hospitality Core
- ➢ Commercial Cookery (including Kitchen Attending)
- ➢ Food and Beverage
- ➢ Gaming
- ➢ Front Office
- ➢ Housekeeping
- ➢ Patisserie
- ➢ Commercial Catering
- ➢ Security
- ➢ General Units (covering a range of areas)

KEY PRINCIPLES

The following principles underpin all the competency standards:

- ➢ These competency standards define the skills and knowledge required to work in the hospitality industry. The standards are designed to provide a flexible framework which can be used by all hospitality enterprises regardless of location or business size.

- ➢ To be meaningful and valuable, training and/or assessment based on these standards must be tailored to meet the specific needs of industry sectors, individuals and different cultural groups.

- ➢ The standards recognise the need to balance the commercial viability of hospitality and tourism operations with the need for culturally and environmentally appropriate practices.

WHAT ARE COMPETENCY STANDARDS?

Competency Standards are statements about the skills and knowledge that people need to perform their jobs to the required industry standards.

They are nationally agreed benchmarks for effective performance in the hospitality and tourism industry.

WHAT ARE COMPETENCY STANDARDS USED FOR?

Competency Standards are the key elements in ensuring that all training meets the real needs of industry. However, they can also be used for much more than training. They can form the basis for a complete and integrated human resource system.

The standards can be used for:

➢ compiling job descriptions and organising work structures

➢ recruitment

➢ determining training needs

➢ developing training and training resources/materials

➢ appraisals and skills assessment

➢ linkages between skills and industrial awards

HOW ARE THEY DEVELOPED?

Competency Standards are developed by the industry through an extensive process of research and consultation. Tourism Training Australia co-ordinated this process. Consultation was undertaken Australia wide using the Tourism Training State/Territory network. It involved wide circulation of standards with feedback obtained through a range of methods including focus groups, questionnaires and interviews.

Standards for the Hospitality industry have existed for several years. The development of the competency standards under the Hospitality Training Package, has been based on a review of existing work. It has also included technical update of the standards with the addition of more comprehensive Evidence Guides and Range of Variable statements.

WHAT DO COMPETENCY STANDARDS LOOK LIKE?

UNIT CODE: *THHCOR3A*

| | Unit Code - Indicates the unit level |

FOLLOW HEALTH SAFETY AND SECURITY PROCEDURES

| | Unit Title - Statement of what you do in the workplace |

Unit Descriptor   This unit deals with the skills and knowledge required to follow health, safety and security procedures. This unit applies to all individuals working in tourism and hospitality. It does not cover hygiene or first aid which are found in separate units.

| | Unit Descriptor |
| | Provides additional general information about the unit |

Element	Performance Criteria
1 **Follow workplace procedures on health, safety and security**	• Health, safety and security procedures are correctly followed in accordance with enterprise policy and relevant legislation and insurance requirements. • Breaches of health, safety and security procedures are identified and promptly reported........

| | Elements |
| | The building blocks which make up the unit |

| 2 **Deal with emergency situations** | • Emergency and potential emergency situations are promptly recognised and required action is determined and taken with scope of individual responsibility. • Emergency procedures are correctly followed in accordance with enterprise procedures......... |

| 3 **Maintain safe personal presentation standards** | • Personal presentation takes account of the workplace environment and hygiene and safety issues including: • Appropriate personal grooming and hygiene • Appropriate clothing and footwear |

| | Performance Criteria |
| | The level of performance that is required for each element. These are used as the tools for assessment |

| 4 **Provide feedback on health, safety and security** | • Issues requiring attention are promptly identified • Issues are raised with the designated person in accordance with enterprise and legislative requirements |

Range of Variables
- This unit applies to all hospitality and tourism sectors:
- Health, Safety and Security procedures may include but are not limited to procedures for:
    - Fire prevention
    - Evacuation procedures
    - Safe sitting, lifting and handling

| | Range of Variables |
| | Provides guidelines on different situations and contexts |

Evidence Guide
Underpinning Skills and Knowledge
- To demonstrate competence, evidence of skills and knowledge in the following is required:
    - Industry / sector insurance and liability requirements....

Context of Assessment
- This unit may be assessed on or off the job. Assessment should include........

Critical Aspects of Assessment
- Evidence should include a demonstrated understanding of the importance of working in accordance with health, safety and security procedures, and of the......

Linkages to Other Units
- This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

	Evidence Guide
	Shows the underpinning knowledge and skills needed for this unit
	Provides guidelines for assessment

Introduction

THE HOSPITALITY STANDARDS

The standards describe the skills and knowledge needed to work throughout the Hospitality industry. Individual units are combined to create a package of skills which suit the needs of the work situation.

HOW ARE THE STANDARDS ORGANISED AND CODED?

The following is an explanation of how the standards for the entire Hospitality industry are organised.

COMMON CORE

Competencies required by all people working in the Tourism & Hospitality Industry.

HOSPITALITY CORE

Competencies required by all people working in the Hospitality Industry.

HOSPITALITY FUNCTIONAL AREAS

Competencies required in functional areas of the Hospitality Industry

Units of competence may be selected according to the needs of a particular job.

COMMERCIAL COOKERY	COMMERCIAL CATERING	ASIAN COOKERY	PATISSERIE	FOOD & BEVERAGE	FRONT OFFICE	HOUSE KEEPING	SECURITY	GAMING

GENERAL UNITS

Competencies required by some people across all Hospitality Industry sectors

Units of competence may be selected according to the needs of a particular job

CUSTOMER SERVICE , SALES & MARKETING	HYGIENE, HEALTH, SAFETY & SECURITY	GENERAL ADMIN.	FINANCIAL ADMIN	COMPUTER TECHNOLOGY	TRAINING	LEADERSHIP

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Hospitality Industry National Competency Standards
Endorsed 16 October 1997 to 16 October 2000
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WHAT ARE THE MAIN FEATURES OF COMPETENCY STANDARDS?

CODING

Each nationally endorsed unit of competence has been allocated a unit code. This national code consists of:-

➢ a national identifier for those Hospitality units reviewed and developed as part of the Hospitality Training Package "THH".

➢ common core unit identifier for Tourism and Hospitality "COR".

➢ hospitality core unit identifier "HCO".

➢ stream/functional area identifier. For example G - Gaming, H - Housekeeping, FB - Food and Beverage etc.

➢ general unit identifier "G".

➢ a version descriptor. The first version descriptor for all recently reviewed and developed units of competence is "A". As revisions are undertaken and units of competence are updated, the version identifier will change to B, C, D etc to reflect the changes.

Example:-

NATIONAL CODE	*UNIT CODE*	*VERSION DESCRIPTOR*	*UNIT TITLE*
THH	COR01	A	Work With Colleagues and Customers
THH	HCO01	A	Develop and Update Hospitality Industry Knowledge
THH	BKA01	A	Organise and Prepare food
THH	BCC01	A	Use Basic Methods of Cookery
THH	BCAT01	A	Prepare Food According to Specific Dietary & Cultural Needs
THH	BPAT01	A	Prepare and Produce Pastries
THH	BFB01a	A	Clean Tidy Bar Areas
THH	BG01	A	Operate A Gaming Location
THH	BFO01	A	Receive and Process Reservations
THH	BH01	A	Provide Housekeeping Services to Guests
THH	BHTS01	A	Maintain Security of Premises and Property
THH	GCS01	A	Develop and Update Local Knowledge
THH	GHS01	A	Follow Workplace Hygiene Procedures
THH	GGA01	A	Communicate on the Telephone
THH	GFA01	A	Process Financial Transactions
THH	GCT01	A	Access & retrieve Computer Data
THH	GTR01	A	Coach other in Job Skills
THH	GLE01	A	Monitor Workplace Operations

Please note that an individual unit of competence does not have a formal level. It is only when units are packaged together in a qualification that a level is decided.

ARE THERE ANY TIPS ON USING THE STANDARDS?

Here are a few pointers to use to help you in using the standards:-

➢ The standards are statements about what people need to be **able to do** in the workplace - they are not designed to cover the details of training that may be needed for people to acquire the skills.

➢ The standards are written to be general enough to apply to the range of situations in the hospitality industry. Therefore you will see statement like 'in accordance with enterprise procedure' or 'as appropriate to the work situation'. **The standards provide a guide which can then be taken and tailored to meet the needs of specific sectors and business.**

➢ Remember the standards must allow for flexible tailoring and targeting of training and assessment.

➢ When using the standards take advantage of all the information that is provided. Often the Range of Variables and Evidence guides will provide extra information to help you achieve the results you need.

➢ While individual units of competence define the skills and knowledge in a particular area of work, it is the combination of several units which creates a meaningful outcome in the workplace. All users are encouraged to mix, match and combine units to meet specific needs.

You will find further information and guidance on using competency standards and other elements of the Hospitality Training Package in the "USER GUIDE PROFESSIONAL DEVELOPMENT RESOURCE" produced by Tourism Training Australia. Contact your local Tourism Training office for details.

IDENTIFICATION OF KEY COMPETENCIES WITHIN COMMERCIAL COOKERY STANDARDS

COMPETENCY		COMMUNICATING IDEAS & INFORMATION	COLLECTING, ANALYSING & ORGANISING INFORMATION	PLANNING & ORGANISING ACTIVITIES	WORKING WITH OTHERS & IN TEAMS	USING MATHEMATICAL IDEAS & TECHNIQUES	SOLVING PROBLEMS	USING TECHNOLOGY
THHBKA01A	*Organise and Prepare Food*	1	1	2	2	1	1	1
THHBKA02A	*Present Food*	1	1	1	2	-	1	-
THHBKA03A	*Receive and Store Stock*	1	2	1	1	1	1	1
THHBKA04A	*Clean and Maintain Premises*	1	1	1	1	1	2	1
THHBCC01A	*Use Basic Methods of Cookery*	1	2	2	2	1	1	1
THHBCC02A	*Prepare Appetisers and Salads*	1	2	2	2	1	1	-
THHBCC02aA	*Prepare Sandwiches*	1	2	2	2	1	1	-
THHBCC03A	*Prepare Stocks and Sauces*	1	2	2	2	1	1	-
THHBCC03aA	*Prepare Soups*	1	2	2	2	1	1	-
THHBCC04A	*Prepare Vegetables, Eggs and Farinaceous Dishes*	1	2	2	2	1	1	-
THHBCC05A	*Prepare and Cook Poultry and Game*	1	2	2	2	1	1	-
THHBCC06A	*Prepare and Cook Seafood*	1	2	2	2	1	1	-
THHBCC07A	*Identify and Prepare Meat*	1	2	2	2	1	1	-
THHBCC08A	*Prepare Hot and Cold Desserts*	1	2	2	2	1	1	-
THHBCC09A	*Prepare Pastry, Cakes and Yeast Goods*	1	2	2	2	1	1	-
THHBCC10A	*Plan and Prepare Food for Buffets*	1	2	2	2	1	2	-
THHBCC11A	*Implement Food Safety Procedures*	1	2	2	2	1	1	-
THHBCC12A	*Prepare Diet Based and Preserved Foods*	1	2	2	2	1	1	1
THHBCC13A	*Plan and Control Menu-Based Catering*	1	2	2	2	1	1	1

IDENTIFICATION OF KEY COMPETENCIES WITHIN COMMERCIAL COOKERY STANDARDS

	COMPETENCY	**COMMUNICATING IDEAS & INFORMATION**	**COLLECTING, ANALYSING & ORGANISING INFORMATION**	**PLANNING & ORGANISING ACTIVITIES**	**WORKING WITH OTHERS & IN TEAMS**	**USING MATHEMATICAL IDEAS & TECHNIQUES**	**SOLVING PROBLEMS**	**USING TECHNOLOGY**
THHBCC14A	*Organise Bulk Cooking Operations*	1	2	2	2	2	1	1
THHBCC15A	*Organise Food Service Operations*	1	2	2	2	1	1	1
THHADCC01A	*Prepare Pates and Terrines*	1	2	2	3	1	2	-
THHADCC02A	*Plan, Prepare and Display a Buffet*	1	2	3	3	1	2	2
THHADCC04A	*Prepare Portion Controlled Meat Cuts*	1	2	3	3	1	2	1
THHADCC05A	*Handle and Serve Cheese*	1	2	3	3	1	2	1
THHADCC06A	*Prepare Chocolate and Chocolate Confectionery*	1	2	3	3	1	2	1
THHADSFA	*Select, Prepare and Serve Specialised Food Items*	1	2	3	3	1	2	1
THHADSCA	*Select, Prepare and Serve Specialist Cuisines*	1	2	3	3	1	2	1
THHS2CC1A	*Monitor Catering Revenue and Costs*	3	3	3	3	3	3	3
THHS2CC2A	*Establish and Maintain Quality Control*	3	3	3	3	1	3	2
THHS2CC3A	*Develop a Food Safety Plan*	3	3	3	3	1	3	2

Unit THHBKA01A

Organise and Prepare Food

Unit Descriptor	This unit deals with the skills and knowledge required to organise and prepare food stuffs for the kitchen. It focuses on general food preparation techniques, and equates to the old unit THHBKA1A Organise Mise en Place and Prepare Food.

Element	**Performance Criteria**
1 Prepare equipment for use	• Ensure that equipment is clean before use, is the correct type and size and is safely assembled and ready for use.
2 Assemble and prepare ingredients for menu items	• Ingredients are identified correctly, according to standard recipes. • Ingredients are the correct quantity, type and quality and are assembled and prepared in required form and time frame.

3 Prepare dairy, dry goods, fruits and vegetables	• Food is prepared according to weight, amount and/or number of portions, including:
	  • vegetables and fruit are cleaned, peeled and/or prepared as required for menu items
	  • dairy products are correctly handled and prepared as required for menu items
	  • dry goods are measured, sifted where appropriate and used as required for menu items
	  • general food preparation as required for menu items. This could include but is not limited to sandwiches, garnishes, coatings, batters and coatings.

4 Prepare meat, seafood and poultry	• Food is prepared and portioned according to size and/or weight in the following ways:
	  • meat is trimmed, minced or sliced and prepared correctly
	  • fish and seafood is cleaned and prepared and/or filleted correctly
	  • poultry is trimmed and prepared correctly.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- The terms organising and preparing food is also referred to by the French counterpart "Mise en place" and includes:
  - basic preparation prior to serving food. Whilst it might involve cooking components of a dish, it does not include the actual presentation
  - the tasks required to make a section of the Kitchen ready for service.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required
  - basic products and types of menus is required
  - hygiene
  - occupational health and safety
  - logical and time efficient work flow.

Context of assessment:

- This unit may be assessed on or off-the-job, through practical demonstration on-the-job or in a simulated work place environment. This should be supported by a range of methods to assess underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently organise and prepare a general range of foods. The focus of this general range will vary according to the sector in which the kitchen operates.

Linkages to other units:

- It is recommended that this unit be assessed in conjunction with:
  - THHBKA02A Present Food
  - THHBKA04A Clean and Maintain Premises.

Unit THHBKA02A

Present Food

Unit Descriptor	This unit deals with skills and knowledge required to efficiently and professionally present food. It should be linked with all units that involve the presentation of food.
	This unit equates to the old unit THHBKA2A Present Food.

Element	Performance Criteria
1 **Prepare food for service**	• Foods are identified correctly for menu items. • Sauces and garnishes are arranged to enterprise requirements for a specific dish.
2 **Portion and plate food**	• Sufficient supplies of clean, undamaged crockery are available at temperatures appropriate to food being served. • Food is correctly portioned to standard recipes. • Food is plated without drips or spills and presented neatly and attractively to the enterprise requirements for the specified dish. • Food to be displayed in public areas should be served at the correct temperature in an attractive manner without spills and attention given to colour.
3 **Work in a team**	• Teamwork between all food service staff is demonstrated to ensure timely, quality service of food. • Kitchen routine for food service is demonstrated to maximise food quality and minimise delays.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence and knowledge in the following areas is required:
  - occupational health and safety
  - hygiene
  - basic food product awareness
  - logical and time efficient work flow.

Context of assessment:

- This unit may be assessed on or off-the-job. Assessment should include a range of methods to assess both practical skills and underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to present food to a professional level which is consistent with the sector in which the kitchen operates.

Range of assessment:

- Competence must be demonstrated in conjunction with other units of competence where food is prepared and presented.

Linkages to other units:

- It is recommended that this unit be assessed in conjunction with:
  - THHBKA01A Organise and Prepare Food
  - Any other units which involve the presentation of food.

Unit THHBKA03A

Receive and Store Stock

Unit Descriptor	This unit deals with the knowledge to receive and store stock in a range of tourism and hospitality enterprises. It focuses on the general stock handling procedures required in many different contexts. This unit equates to the old unit THHBKA3A Receive and Store Goods.

Element	**Performance Criteria**
1 Take delivery of stock	• Incoming stock is accurately checked against orders and delivery documentation in accordance with enterprise procedures. • Variations are accurately defined, recorded and communicated to the appropriate person. • Items are inspected for damage, quality, use by dates, breakages or discrepancies and records are made in accordance with enterprise policy.
2 Store stock	• All stock is promptly and safely transported to the storage area without damage. • Stock is stored in the appropriate area. • Stock levels are accurately recorded in accordance with enterprise procedures. • Stock is labelled in accordance with enterprise procedures.
3 Rotate and maintain stock	• Stock is rotated in accordance with enterprise policy. • Stock is moved in accordance with safety and hygiene requirements. • Quality of stock is checked and reported. • Excess stock is placed in storage or disposed in accordance with enterprise and/or government requirements, and any problems are promptly identified and reported. • Stock recording systems are used with speed and accuracy.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- This unit may refer to stock received from both internal and external suppliers.

- Stock control systems may be:
  - manual

  - computerised.

- Stock may include but is not limited to:
  - food

  - beverage

  - equipment

  - stationery

  - brochures

  - vouchers and tickets.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence and knowledge in the following areas is required:
  - principles of stock control
  - common examples of stock control documentation and systems
  - safe lifting and handling procedures
  - basic stock knowledge
  - Occupational Health and Safety
  - hygiene
  - logical and time efficient work flow.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated work place environment where stock receiving and storage can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently and safely receive and store stock in the appropriate industry context.

- For those individuals working in an environment dealing with the storage of food and beverage, evidence must also include a demonstrated understanding of the health and hygiene issues to be considered.

Linkages to other units:

- This unit has a very strong link to a wide number of other operational units. Receipt and storage of stock is undertaken by people working in all sectors of the tourism and hospitality industry. As such, combined training/assessment with a wide range of other units may be appropriate. These units should be selected to suit the specific industry sector and work place.

- In a kitchen, restaurant or bar environment this unit should be assessed with or after unit THHGHS01FA Follow Workplace Hygiene Procedures.

Unit THHBKA04A

Clean and Maintain Premises

Unit Descriptor	This unit deals with the skills and knowledge to effectively clean and maintain premises that prepare and/or serve food.
	This unit equates to the old units THHBKA4A Clean and Maintain Equipment and Premises and THHBCC11A Maintain Safe and Hygienic Standards and Practices.

Element	**Performance Criteria**
1 Clean, sanitise and store equipment	• Chemicals are correctly selected and used for safely cleaning and/or sanitising kitchen equipment. • Equipment is cleaned and/or sanitised according to manufacturer's instructions and without causing damage. • Equipment is assembled and disassembled in a safe manner. • Equipment is stored safely and correctly in the correct position and area.
2 Clean and sanitise premises	• Cleaning schedules are developed and/or followed. • Chemicals and equipment are correctly and safely used to clean and/or sanitise walls, floors, shelves and other surfaces. • Walls, floors, shelves and working surfaces are cleaned and/or sanitised without causing damage, to health or enterprise. • First aid procedures are developed and/or followed in the event of any chemical accident.
3 Handle waste and linen	• Waste is sorted and disposed of according to hygiene regulations and establishment practice. • Linen is sorted and safely removed according to enterprise regulations.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence and knowledge in the following areas is required:
  - hygiene
  - Occupational health and safety
  - types of chemicals used for cleaning and sanitising
  - correct and safe usage and storage of chemicals
  - logical and time efficient work flow.

Context of assessment:

- This unit may be assessed on or off-the-job. Assessment should include practical demonstration either on-the-job or in a simulated workplace environment where cleaning can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently and safely clean all food preparation and presentation areas including a broad range of large and small equipment.

Linkages to other units:

- This unit has a link to a wide number of other operational units. Cleaning premises where food is prepared or presented is the responsibility of all people working in these sectors. As such, combined training/assessments with a range of other units may be appropriate. These units should be selected to suit the specific industry sector and workplace.

Unit THHBCC01A

Use Basic Methods of Cookery

Unit Descriptor	This unit deals with different types of cookery which can be used to prepare menu items.
	This unit equates to the old unit THHBCC1A Use Basic Cooking Methods.

Element   **Performance Criteria**

1   Select, use cooking equipment
- Appropriate equipment is selected and used correctly for particular cooking methods.
- Equipment is used hygienically in accordance to manufacturer's instructions.

2   Apply methods of cookery
- Use different methods of cookery to prepare dishes as required by the enterprise.
- Cooking is carried out in a logical, safe and sequential manner.
- Basic culinary terms are used correctly when selecting a method of cookery.
- Cooking methods are demonstrated to an acceptable enterprise standard.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- Equipment may include but is not limited to:
  - electric/gas ranges, ovens, grills, deep fryers, salamanders
  - food processors, blenders, mixers, slicers.

- Methods of cookery may include but is not limited to the following:
  - boiling
  - poaching
  - braising
  - stewing
  - steaming
  - frying: deep/shallow
  - roasting
  - baking
  - grilling.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - organisational skills and teamwork
  - safe work practices must be demonstrated, particularly in relation to bending and lifting, and using cutting implements
  - principles of nutrition, in particular the effects of cooking on the nutritional value of food
  - culinary terms commonly used in the enterprise
  - principles and practices of hygiene on a personal and professional level
  - logical and time efficient work flow
  - inventory and stock control systems
  - purchasing, receiving, storing, holding and issuing procedures
  - costing, yield testing, portion control.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the various methods of cookery can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently and safely utilise these methods of cookery in the appropriate context.

Linkages to other units:

- There is a strong link to a wide number of other operational units. The actual methods of cookery are undertaken by most people associated with preparing food in the hospitality industry. As such, combined training/assessment with a range of other units which encompass actual cooking may be appropriate.

Unit THHBCC02A

Prepare Appetisers and Salads

Unit Descriptor	This unit deals with the skills and knowledge required to prepare and present appetisers and salads. This unit equates to the old unit THHBCC2A Prepare Appetisers, Savouries, Salads and Sandwiches.

Element	Performance Criteria
1 Prepare and present salads and dressings	• Ingredients for salads and dressings are correctly chosen to an acceptable enterprise standard. • A selection of salads are prepared using fresh seasonal ingredients to an acceptable enterprise standard. • Matching sauces and dressings are prepared to either incorporate into, or accompany salads.
2 Prepare and present a range of hot and cold appetisers	• Appetisers are produced using the correct ingredients to an acceptable enterprise standard. • Where required, glazes are correctly selected and prepared. • The correct equipment is chosen to assist in the manufacturing of appetisers. • Quality trimmings or other leftovers are productively utilised where and when appropriate.
3 Apply organisational skills for work flow planning and preparation	• Salads and appetisers are prepared and presented in a hygienic, logical and sequential manner within the required time frame.
4 Store appetisers and salads	• Appetisers and salads are correctly stored to maintain freshness and quality.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- Appetisers are foods which are by definition stimulate appetites. This includes a range of hot and cold dishes which can be either classical or modern, varying in ethnic and cultural origins. Appetisers can also be referred to but not limited to the following terms:
  - hors d'oeurves
  - canapes
  - savouries.

- Salads may be classical or contemporary, served either cold, warm or hot as well as using a diverse variety of ingredients.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - organisational skills and teamwork
  - safe work practices must be demonstrated, in particular in relation to bending and lifting, and using of knives
  - principles of nutrition, in particular the effects of cooking on the nutritional value of food
  - culinary terms commonly used in the enterprise
  - principles and practices of hygiene
  - logical and time efficient work flow
  - inventory and stock control systems
  - purchasing, receiving, storing, holding and issuing procedures
  - costing, yield testing, portion control
  - historical development of menus, modern trends in menus.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the preparation of appetisers and salads can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently and confidently prepare and present the required food items for this unit in the appropriate context, and to a level acceptable by the enterprise.

Linkages to other units:

- There is a strong link between this unit and THHHKI02A Present Food.

- It is recommended that this unit be assessed either in conjunction with or after the following units:
  - THHBKA01A Organise and Prepare Food
  - THHBKA02A Present Food
  - THHBKA03A Receive and Store Stock
  - THHBKA04A Clean and Maintain Premises.

Unit THHBCC02aA

Prepare Sandwiches

Unit Descriptor	This unit deals with the skills and knowledge required to prepare and present sandwiches. This unit equates to the old unit THHBCC2A Prepare Appetisers, Savouries, Salads and Sandwiches.

Element	**Performance Criteria**
1 Prepare and present a variety of sandwiches	• Bases are selected from a range of bread types. • Ingredients for fillings are selected and combined so they are appropriate and compatible. • Sandwiches are presented using techniques of spreading, layering, piping, portioning, moulding and cutting. • Equipment for toasting and heating is appropriately selected and correctly used.
2 Apply organisational skills for work flow planning and preparation	• Sandwiches are prepared and presented in a logical and sequential manner within the required time frame.
3 Store sandwiches	• Sandwiches are correctly stored to maintain freshness and quality.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- Sandwiches may be classical or modern, hot or cold, and using a variety of fillings and/or types of bread.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - organisational skills and teamwork
  - safe work practices must be demonstrated, in particular in relation to bending and lifting
  - principles of nutrition, in particular the effects of cooking on the nutritional value of food
  - culinary terms commonly used in the enterprise
  - principles and practices of hygiene
  - logical and time efficient work flow
  - inventory and stock control systems
  - purchasing, receiving, storing, holding and issuing procedures
  - costing, yield testing, portion control
  - historical development of menus, modern trends in menus.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the preparation of sandwiches can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently and confidently prepare and present the required food items for this unit in the appropriate context, and to a level acceptable by the enterprise.

Linkages to other units:

- There is a strong link between this unit and THHBKA02A Present Food.

- It is recommended that this unit be assessed either in conjunction with or after the following units:
  - THHVBKA01A Organise and Prepare Food
  - THHBKA02A Present Food
  - THHBKA03A Receive and Store Stock
  - THHBKA04A Clean and Maintain Premises.

Unit THHBCC03A

Prepare Stocks and Sauces

Unit Descriptor	This unit deals with the skills and knowledge required to prepare various stocks and sauces. This unit equates to the old units THHBCC3A Prepare Stocks, Sauces and Soups, and THHADCC3A Develop and Prepare Hot and Cold Sauces.

Element	**Performance Criteria**
1 Prepare and store stocks, glazes and essences required in menu items	• Ingredients and flavouring agents are used according to standard recipe and to enterprise standards. • Stocks, glazes and essences are produced and stored to enterprise standards.

2 Prepare and store sauces required in menu items	• A variety of hot and cold sauces are produced including but not limited to the following:
	  • reduced sauces
	  • thickened sauces
	  • hot and cold emulsion sauces.
	 • Derivations from basic sauces are made.
	 • A variety of thickening agents are used appropriately.

3 Store and reconstitute sauces	• Sauces are stored correctly and then reconstituted to industry standards of consistency.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- Stocks and sauces can include a range from varying ethnic and cultural origins.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - organisational skills and teamwork
  - safe work practices, particularly in relation to bending and lifting
  - culinary terms commonly used in the enterprise
  - principles and practices of hygiene on a personal and professional level
  - logical and time efficient work flow.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the preparation of stocks and sauces can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment

- Evidence should include a demonstrated ability to efficiently and confidently prepare and present the required food items for this unit in the appropriate context, and to a level acceptable by the enterprise.

Linkages to other units:

- There is a strong link to a number of other operational units. Sauces are extensively used in several units. As such, combined training/assessment with a range of other units may be appropriate. These units should be selected to suit the specific enterprise.

- This unit should also be assessed with or after the following units:
  - THHAVBKA01A Organise and Prepare Food
  - THHBKA02A Present Food
  - THHBKA03A Receive and Store Stock
  - THHBKA04A Clean and Maintain Premises.

Unit THHBCC03aA

Prepare Soups

Unit Descriptor	This unit deals with the skills and knowledge required to prepare various soups. This unit equates to elements of the old unit THHBCC3A Prepare Stocks, Sauces and Soups.

Element | **Performance Criteria**

1 Identify and classify types of soups

- Various types of soups are identified and classified into the following:
  - clear
  - thickened
  - cream
  - puree
  - miscellaneous.

2 Prepare and store soups required in menu items

- The correct ingredients are compiled to produce soups. This includes stocks, and prepared garnishes.
- A variety of soups are produced to enterprise standards.
- Clarifying and thickening agents are used where appropriate.
- Soups are stored correctly without compromising quality.

3 Reconstitute soups

- Soups are reconstituted to where necessary to enterprise standard.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- Soups can include a range from varying ethnic and cultural origins.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - organisational skills and teamwork
  - safe work practices must be demonstrated, in particular in relation to bending and lifting
  - principles of nutrition, in particular the effects of cooking on the nutritional value of food
  - culinary terms commonly used in the enterprise
  - principles and practices of hygiene
  - logical and time efficient work flow
  - purchasing, receiving, storing, holding and issuing procedures.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the preparation of soups can be demonstrated.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently and confidently prepare and present the required food items for this unit in the appropriate context, and to a level acceptable by the enterprise.

Linkages to other units:

- It is recommended that this unit be assessed either in conjunction with or after the following units:
  - THHBKA01A Organise and Prepare Food
  - THHBKA02A Present Food
  - THHBKA03A Receive and Store Stock
  - THHBKA04A Clean and Maintain Premises
  - THHBCC03A Prepare Stocks and Sauces.

Unit THHBCC04A

Prepare Vegetables, Eggs and Farinaceous Dishes

| Unit Descriptor | This unit deals with the skills and knowledge required to prepare various vegetables, eggs and farinaceous dishes.
This unit equates to the old unit THHBCC4A Prepare Vegetables, Potatoes, Fruit, Rice, Eggs and Farinaceous Dishes. |
|---|---|

Element	**Performance Criteria**
1 **Prepare vegetable dishes**	• Vegetables in season are chosen according to quantity, quality and price.
• Vegetable and potato accompaniments are selected to complement and enhance menu items.
• Where appropriate, sauces and accompaniments are selected which are appropriate to be served with vegetables.
• Portion control is implemented to minimise wastage.
2 **Prepare farinaceous dishes**	• Varieties of farinaceous based foods are selected and prepared according to standard recipes.
• Sauces and accompaniments are selected which are appropriate to farinaceous foods.
• Portion control is implemented to minimise wastage.
3 **Prepare and cook dishes containing eggs**	• A variety of egg dishes are prepared and presented according to standard recipes.
• Sauces and accompaniments are selected which are appropriate to eggs.
• Eggs are used in a variety of culinary uses including aerating, binding, setting, coating, enriching, emulsifying, glazing, clarifying, garnishing and thickening.
• Portion control is implemented to minimise wastage.
4 **Store vegetables, egg and farinaceous foodstuffs**	• Fresh and processed eggs, vegetables and farinaceous foodstuffs are stored correctly to enterprise standards.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- Vegetables is a term loosely defined to describe edible plants, in particular, specific parts which may include but is not limited to the following herbaceous, annual, biennial or perennial plants:
  - fruit
  - seeds
  - roots
  - tubers
  - bulbs
  - stems
  - leaves
  - flower.

- Recipes for egg dishes will use (unless specifically stated) hen eggs that are between 55-65gr.

- Farinaceous foods include foods from varying cultural origins that are made from flour or meal, or contain and/or yield starch. It may include but is not limited to pasta, rice, and polenta.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - organisational skills and teamwork
  - safe work practices must be demonstrated, in particular in relation to bending and lifting
  - principles of nutrition, in particular the effects of cooking on the nutritional value of food
  - culinary terms commonly used in the enterprise
  - principles and practices of hygiene
  - logical and time efficient work flow
  - inventory and stock control systems
  - purchasing, receiving, storing, holding and issuing procedures
  - costing, yield testing, portion control
  - historical development of menus, modern trends in menus.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the preparation and service of vegetable, eggs and farinaceous products can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently prepare and present vegetable, egg and farinaceous dishes to enterprise standards. Evidence should also include a detailed understanding of the different classifications of vegetables, eggs and farinaceous products.

Linkages to other units:

- It is recommended that this unit be assessed either in conjunction with or after the following units:
  - THHBKA01A Organise and Prepare Food
  - THHBKA02A Present Food
  - THHBKA03A Receive and Store Stock
  - THHBKA04A Clean and Maintain Premises.

Unit THHBCC05A

Prepare and Cook Poultry and Game

Unit Descriptor	This unit deals with selecting, preparing, presenting and storing poultry and game.
	This unit equates to the old unit THHBCC5A Prepare and Cook Poultry and Game.

Element	Performance Criteria
1 Select and purchase poultry and game	• A variety of poultry and game is identified correctly.
	• Poultry and game are selected according to correct quality assessment and portion control.
2 Prepare and present poultry and game	• Preparation techniques for poultry are correctly demonstrated and used, including, but not limited to the following:
	• de-boning
	• stuffing
	• filleting
	• rolling and trussing
	• larding.
	• Preparation techniques for game (where different to poultry) are correctly demonstrated and used.
	• Poultry and game are prepared and cooked according to standard recipes to enterprise standard.
	• Presentation for poultry and game is in accordance with enterprise standard and may include but not be limited to carving, slicing or leaving whole.
3 Handle and store poultry and game	• Storage conditions and optimal temperature for poultry and game are maintained.
	• Poultry and game is efficiently handled to minimise risk of food spoilage or contamination.
	• If frozen, poultry and/or game is correctly and safely thawed.
	• High standards of hygiene are practised to minimise risk of cross contamination and food spoilage.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- Poultry and game may include but is not limited to the following:
  - chicken, turkey, duck, goose
  - pheasant, quail, pigeon
  - venison, boar, rabbit, hare
  - buffalo, crocodile, kangaroo, emu.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - organisational skills and teamwork
  - safe work practices must be demonstrated, in particular in relation to bending and lifting
  - principles of nutrition, in particular the effects of cooking on the nutritional value of food
  - culinary terms commonly used in the enterprise
  - principles and practices of hygiene
  - logical and time efficient work flow
  - inventory and stock control systems
  - purchasing, receiving, storing, holding and issuing procedures
  - costing, yield testing, portion control
  - historical development of menus, modern trends in menus.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the preparation and service of poultry and game can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently prepare and present poultry and game dishes to enterprise standards. Evidence should also include a detailed understanding of the different classifications of poultry and game.

Linkages to other units:

- It is recommended that this unit be assessed either in conjunction with or after the following units:
  - THHBKA01A Organise and Prepare Food
  - THHBKA02A Present Food
  - THHBKA03A Receive and Store Stock
  - THHBKA04A Clean and Maintain Premises.

Unit THHBCC06A

Prepare and Cook Seafood

Unit Descriptor	This unit deals with selecting, preparing, presenting and storing seafood. This unit equates to the old unit THHBCC6A Prepare and Cook Fish and Shellfish.

Element	Performance Criteria
1 **Identify, select and store seafood**	• Seafood is selected according to quality, seasonal availability and the requirements for specific menu items. • Yields from various types of seafood are accurately estimated. • Live seafood where used is maintained and killed in a non cruel and humane manner. • Seafood is hygienically handled and stored correctly. • Seafood is thawed correctly to ensure maximum quality, hygiene and nutrition. • Where applicable, date stamp and codes are checked to ensure quality control.
2 **Prepare and cook fish and shellfish**	• Fish is cleaned, gutted and filleted correctly and efficiently according to enterprise standards. • Shellfish and other types of seafoods are cleaned and prepared correctly in accordance with enterprise standards. • Seafood is cooked to enterprise standards using a variety of cookery methods. • Accurate portion control is exercised to minimise waste.
3 **Prepare sauces for Seafood**	• Sauces are prepared according to standard recipes and as required to accompany a menu item.
4 **Select and use plate presentation, garnishing techniques and methods of service for seafood**	• Plate presentations and garnishing techniques are selected and used according to recipes and enterprise standards. • Service is carried out according to enterprise methods and standards. • Accurate portion control is exercised.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- Seafood may include but is not limited to the following:
  - fish
  - shellfish
  - molluscs
  - other water based edible living organisms.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - principles of nutrition, in particular the effects of cooking on the nutritional value of food
  - culinary terms commonly used in the enterprise
  - principles and practices of hygiene
  - appearance and quality
  - taste
  - seasonal availability
  - geographical location of fish
  - local specialities
  - appropriate fish substitutes
  - logical and time efficient work flow.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the preparation and service of seafood can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently prepare and present seafood dishes to enterprise standards. Evidence should also include a detailed understanding of the different classifications of seafoods.

Linkages to other units:

- It is recommended that this unit be assessed either in conjunction with or after the following units:
  - THHBKA01A Organise and Prepare Food
  - THHBKA02A Present Food
  - THHBKA03A Receive and Store Stock
  - THHBKA04A Clean and Maintain Premises.

Unit THHBCC07A

Identify and Prepare Meat

Unit Descriptor	This unit deals with selecting, preparing, presenting and storing meats.
	This unit equates to the old unit THHBCC7A Prepare and Cook Meat.

Element	Performance Criteria
1 Identify meats	• Primal, secondary and portioned cuts of pork, lamb, beef and veal are identified in accordance with the Australian standard meat cuts. • Leftovers are applied and used to minimise waste and maintain quality. • Low cost cuts and meat products are selected when and where appropriate.
2 Select suppliers and purchase meats	• The best supplier is selected with regard given to quality and price in relation to enterprise requirements and their ability to meet them. • Wastage is minimised through appropriate purchase and storage techniques.
3 Prepare and present meat cuts	• Meat cuts are prepared to the correct portion according to the menu requirements. • A variety of primary, secondary and portioned meat cuts are prepared and presented to standard recipe specifications. • Suitable marinades are prepared where appropriate and used correctly with a variety of meat cuts.
4 Identify and prepare fancy meats and offal	• A variety of edible offal and "fancy meats/variety meats" is prepared according to standard recipes.
5 Store and age meat	• Fresh meat and cryovac meat are stored correctly according to health regulations. • Fresh meat and cryovac meat are correctly aged to maintain quality and freshness. • Frozen meats are thawed correctly.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- Preparation techniques include but is not limited to the following:
    - boning, cutting, trimming, mincing
    - weighing, portioning
    - larding, tenderising, rolling, trussing
    - stuffing, tying and skewering.

- Knowledge and understanding of the following principles and practices is required:
    - aging of meat
    - storage and freezing of meat
    - preparation, cooking techniques and marinade preparation suitable for a range of offal.

- Evidence of commodity knowledge of a range of meats and offal is required, including:
    - characteristics of types of meats and offal ie. type, cut, quality, fat content
    - characteristics of primary, secondary and portioned cuts
    - appropriate trade names and culinary terms in accordance with Australian standard meat cuts.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - organisational skills and teamwork
  - safe work practices must be demonstrated, in particular in relation to bending and lifting
  - principles of nutrition, in particular the effects of cooking on the nutritional value of food
  - culinary terms commonly used in the enterprise
  - principles and practices of hygiene
  - logical and time efficient work flow
  - inventory and stock control systems
  - purchasing, receiving, storing, holding and issuing procedures
  - costing, yield testing, portion control.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the preparation and service of meat can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently prepare and present meat dishes to enterprise standards. Evidence should also include a detailed understanding of the different classifications of meats.

Linkages to other units:

- It is recommended that this unit be assessed either in conjunction with or after the following units:
  - THHBKA01A Organise and Prepare Food
  - THHBKA02A Present Food
  - THHBKA03A Receive and Store Stock
  - THHBKA04A Clean and Maintain Premises.

Unit THHBCC08A

Prepare Hot and Cold Desserts

Unit Descriptor	This unit applies to the preparation of a range of hot and cold desserts in a variety of establishments. This unit equates to the old units THHBCC8A Prepare Hot and Cold Desserts, THHBPT2A Prepare Hot and Cold Desserts and elements from THHADPT4A Prepare and Present Desserts.

Element	**Performance Criteria**
1 **Prepare and produce desserts**	• Ingredients are selected, measured and weighed according to recipe requirements. • Desserts are produced to standard or enterprise recipes and appropriate for use in a variety of menus and catering establishments. • A variety of ingredients are used creatively to produce innovative hot, cold and frozen desserts.
2 **Decorate, portion and present desserts**	• Desserts are decorated appropriately to enhance presentation. • Desserts are portioned according to enterprise standards.
3 **Prepare sweet sauces**	• A range of hot and cold sauces are produced to a desired consistency and appropriately flavoured according to enterprise standards. • Various thickening agents suitable for sweet sauces are used according to enterprise standards. • Sauces are stored to retain desired characteristics.
4 **Prepare accompaniments, garnishes and decorations**	• Flavours and textures of garnishes are appropriate to complement a particular dessert. • Accompaniments, garnishes and decorations are used to enhance taste as well as texture and balance.
5 **Store desserts**	• Desserts are stored at the appropriate temperature and under the correct conditions to maintain quality, freshness and customer appeal. • Packaging is appropriate for the preservation of taste, appearance and eating characteristics.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- The term Sweets (sometimes referred to as "Desserts") includes but is not limited to prepared portions of the following types:
  - puddings, pies, tarts, flans, fritters
  - custards, creams
  - prepared fruit
  - charlotte, bavarois, mousse, soufflé, sabayon
  - meringues, crepes, omelettes
  - sorbet, ice cream, bombe, parfait.

- Sweets include foods from varying cultural origins and may be derived from Classical or contemporary recipes.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - organisational skills and teamwork
  - safe work practices must be demonstrated, in particular in relation to bending and lifting.
  - principles of nutrition, in particular the effects of cooking on the nutritional value of food
  - culinary terms commonly used in the enterprise
  - principles and practices of hygiene
  - logical and time efficient work flow
  - inventory and stock control systems
  - purchasing, receiving, storing, holding and issuing procedures
  - costing, yield testing, portion control
  - historical development of menus, modern trends in menus.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the preparation and service of sweets can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently prepare and present sweets to enterprise standards. Evidence should also include a detailed understanding of the different types of desserts.

Linkages to other units:

- It is recommended that this unit be assessed either in conjunction with or after the following units:
  - THHBKA01A Organise and Prepare Food
  - THHBKA02A Present Food
  - THHBKA03A Receive and Store Stock
  - THHBKA04A Clean and Maintain Premises
  - THHBCC09A Prepare Pastry, Cakes and Yeast Goods.

Unit THHBCC09A

Prepare Pastry, Cakes and Yeast Goods

Unit Descriptor	This unit deals with the skills and knowledge required to produce a range of pastries, cakes and yeast based foods.
	This unit equates to the old unit THHBCC9A Prepare Pastry, Cakes and Yeast Goods.

Element	Performance Criteria
1 Prepare, decorate and present pastries	• A variety of pastries and pastry products are produced according to enterprise standard, and should include short, puff and choux based pastries and products.
2 Prepare and produce cakes and yeast goods	• A selection of sponges, cakes and yeast based products are prepared and decorated according to standard recipes and enterprise practice.
3 Portion and store pastry, cakes and yeast goods	• Portion control is applied to minimise wastage. • Cakes and pastry products are stored correctly to minimise spoilage and wastage.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- The term Pastry, cakes and yeast refers to but is not limited to the following:
    - short and sweet paste ie. flans, tarts
    - choux paste ie profiteroles, eclairs
    - puff paste ie. strüdel, mille feuille
    - yeast products ie. breads, sweet yeast based sweets
    - sponge i.e. cakes.

- Pastries, cakes and yeast based foods can include foods from varying cultural origins and may also be derived from Classical or contemporary recipes.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - organisational skills and teamwork
  - safe work practices must be demonstrated, in particular in relation to bending and lifting
  - principles of nutrition, in particular the effects of cooking on the nutritional value of food
  - culinary terms commonly used in the enterprise
  - principles and practices of hygiene
  - logical and time efficient work flow
  - inventory and stock control systems
  - purchasing, receiving, storing, holding and issuing procedures
  - costing, yield testing, portion control
  - historical development of menus, modern trends in menus.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the preparation and service of pastries, cakes and yeast goods can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently prepare and present pastries, cakes and yeast goods to enterprise standards. Evidence should also include a detailed understanding of the different nature and handling requirements of each type.

Linkages to other units:

- It is recommended that this unit be assessed either in conjunction with or after the following units:
  - THHBKA01A Organise and Prepare Food
  - THHBKA02A Present Food
  - THHBKA03A Receive and Store Stock
  - THHBKA04A Clean and Maintain Premises.

Unit THHBCC10A

Plan and Prepare Food For Buffets

Unit Descriptor	This unit deals with the skills and knowledge required to plan and prepare foods for buffet situations. This unit equates to the old unit THHBCC10A Plan, Prepare and Present Food for Buffets.

Element

Performance Criteria

1   Plan buffet layout

- The buffet is planned, according to instructions by enterprise and/or customer requirements.
- Buffet cost is calculated in accordance to enterprise reporting requirements.
- Where practised, a variety of buffet centrepieces and decorations are organised.

2   Prepare and produce foods for buffets

- Appropriate methods of cookery for buffet production are used to prepare meats, poultry, seafood and other food groups.
- Where practised, buffet items are glazed with aspic/gelatine preparations to acceptable enterprise standards.
- Sauces and garnishes suitable for buffet food items are produced.
- Portion control is applied to minimise wastage and maximise profit.

3   Prepare and produce sweets for buffets

- Sweets suitable for buffet presentation are prepared and produced using standard recipes.

4   Store buffet items

- Buffet items are hygienically and correctly stored before and after the buffet service time, at a safe temperature.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- Buffets can include foods from varying cultural origins and may also be derived from Classical or contemporary recipes.

- This unit applies to a range of buffet foods which may be used in conjunction with functions, breakfast, lunch or dinner buffets.

- Some examples of buffet foods includes but is not limited to the following:
  - selection of hot and cold dishes
  - glazed foods, galantines, forcemeats
  - meats, poultry, fish, smallgoods, salads
  - dessert and pastry (hot and cold) items.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - principles of nutrition, in particular the effects of cooking on the nutritional value of food
  - culinary and technical terms commonly used in the enterprise
  - recognition of quality
  - principles and practices of hygiene, particularly with the issues surrounding buffet service in Australia
  - logical and time efficient work flow
  - evidence of commodity knowledge of ingredients is required
  - cooking skills.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the preparation of a buffet can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently prepare foods intended for a buffet to enterprise standards. Evidence should also include a detailed understanding of the different nature and handling requirements of each type.

Linkages to other units:

- It is recommended that this unit be assessed either in conjunction with or after the following units:
  - THHBKA01A Organise and Prepare Food
  - THHBKA02A Present Food
  - THHBKA03A Receive and Store Stock
  - THHBKA04A Clean and Maintain Premises.

Unit THHBCC11A

Implement Food Safety Procedures

Unit Descriptor	This unit refers to the implementation of Food Safety Procedures, using the HACCP method (Hazard Analysis and Critical Control Points), as a food safety regime.

Element	**Performance Criteria**

1 Identify food safety hazards and risks	• All biological, physical and chemical hazards are identified including:
	  • bacteria, moulds and yeast
	  • broken glass or metal
	  • additives
	  • chemicals and natural poisons.

2 Identify critical control points in the food production system, using the HACCP method	• Control points in the food production system are identified including:
	  • purchasing, delivery & storage
	  • preparation and cooking
	  • cooling & storage
	  • holding or display
	  • rethermalisation
	  • service.

3 Implement the enterprise HACCP plan	• Food is prepared to the enterprise food safety specifications based on the HACCP method. • The process flow chart is followed. • Appropriate records are maintained. • Critical control points are monitored. • Corrective actions are taken. • Internal and external auditing and validation are undertaken.

Range of Variables

- This unit applies to all catering operations where food and related services are provided and includes the following establishments/operations:
  - educational institutions
  - cafeterias/kiosks/canteens/cafes/gourmet food shops/restaurants/hotels
  - fast food outlets
  - health establishments
  - mining operations
  - defence forces
  - corrective services
  - residential catering
  - in-flight catering
  - transport catering
  - events catering
  - private catering.

Evidence Guide

- Evidence is required of knowledge and understanding of:
  - HACCP principles and methods of food production
  - hygiene and food safety regulations
  - local regulations pertaining to food production and packaging
  - 'at risk' client groups
  - microbiological hazards
  - process flow planning
  - HACCP recording requirements according to regulatory standards
  - standard operating procedures.

- This unit may be assessed on or off-the-job. The assessment should include comprehensive theory tests or questioning, case studies and/or projects in order to assess underpinning knowledge.

Unit THHBCC12A

Prepare Diet Based and Preserved Foods

Unit Descriptor	This unit deals with the skills and knowledge required to prepare foods specifically based on particular therapeutic or lifestyle diets and also preserving foods.
	This unit equates to the old unit THHBCC12A Maintain food quality and nutrition as well as THHADCAT2A Develop Menus to Meet Special Cultural and Dietary Needs from the catering standards.

Element	**Performance Criteria**
1 Preserve foodstuffs	• Storage and preservation methods for a variety of foodstuffs are correctly identified according to health regulations and applied. • Food is preserved using methods which take into account the effects of different methods of preservation on nutrition and quality. • Maximum nutritional value of food item is maintained in cooking procedures.
2 Prepare and present foods to satisfy dietary needs	• Special requirements for therapeutic diets are identified. • Ingredients essential for therapeutic diets are selected. • Suitable preparation and cooking techniques are employed and food texture is modified where appropriate to suit specific requirements. • An adequate range of nutritionally balanced food is presented in an appetising and appealing manner.
3 Prepare nutritious food	• Maximum nutritional value of food item is maintained in cooking procedures. • Menu items suitable for a variety of dietary requirements are identified correctly and prepared.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- Food preservation methods may include but is not limited to freezing, drying, salting and canning.

- Special dietary needs includes therapeutic and lifestyle regimes.

- Special dietary needs includes but is not limited to:
  - vegetarian ie. vegan, lacto, ovo-lacto
  - modified sodium
  - modified potassium
  - low fat
  - low cholesterol
  - gluten free
  - high fibre
  - modified protein
  - diabetic.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - dietary guidelines for Australians
  - principles of nutrition, in particular the effects of cooking on the nutritional value of food
  - principles of food cooking and preservation
  - culinary and technical terms commonly used in the enterprise
  - main food groups
  - suitable foods for selected target groups
  - principles and practices of hygiene
  - logical and time efficient work flow
  - commodities handling
  - dietary sensitivities and their consequences, including food allergies and intolerances.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the preparation and service of dietary based and preserved foods can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently prepare and present preserved and diet based foods to enterprise standards. Evidence should also include a detailed understanding of the different nature and handling requirements of each type.

Linkages to other units:

- It is recommended that this unit be assessed either in conjunction with or after the following units:
  - THHBKA01A Organise and Prepare Food
  - THHBKA02A Present Food
  - THHBKA03A Receive and Store Stock
  - THHBKA04A Clean and Maintain Premises.

Unit THHBCC13A

Plan and Control Menu-Based Catering

Unit Descriptor	This unit deals with the processes involved in planning, preparing and controlling menus. This unit equates to the old unit THHBCC13A Plan and Control Menu Based Catering.

Element	Performance Criteria
1 Plan and prepare menus	• A variety of appropriate menu types are prepared as required by the enterprise. • Menus are costed to comply with given costing restraints. • Where appropriate, menus are prepared according in a sequential manner.
2 Control menu-based catering	• Production schedules are planned to give consideration to menu constraints, available equipment, expertise of labour and available time. • Labour costs are controlled with consideration given to rosters, scheduling, award conditions and rates. • Product utilisation and quality are optimised through the application of portion control and effective yield testing. • Stock control measures are applied by following correct receiving and storing procedures.
3 Maintain security	• Security is maintained in food production and storage areas to minimise risks of theft, damage or loss.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- Menu items are planned to take into account:
  - achieving a balance in the variety of cooking principles, colours, tastes and food textures
  - nutritional values
  - seasonal availability factors
  - popularity in sales.

- Menus are prepared using:
  - terminology appropriate to the market and style of menu
  - item descriptions which will promote the dishes.

- This unit can apply to a range of settings but is not limited to banquets, breakfasts, lunches, dinners, parties, open kitchens.

- Types of menus may include but is not limited to table d'hote, a la carte, set, function, cyclical.

- Catering control systems can be manual or computerised, and may include but not be limited to the use of the following:
  - production planning sheets
  - sales analysis forms
  - daily kitchen reports
  - wastage sheets.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - organisational skills and teamwork
  - principles of nutrition, in particular the effects of cooking on the nutritional value of food
  - culinary terms commonly used in the enterprise
  - logical and time efficient work flow
  - inventory and stock control systems
  - purchasing, receiving, storing, holding and issuing procedures
  - costing, yield testing, portion control
  - historical development of menus, modern trends in menus.

Context of assessment:

- Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently plan and prepare menu based catering to enterprise standards.

Linkages to other units:

- It is recommended that this unit be assessed either in conjunction with or after the following units:
  - All THHBKAA's and THHBCCA's units.

Unit THHBCC14A

Organise Bulk Cooking Operations

Unit Descriptor	This unit deals with the organisational process required to organise bulk cooking operations. This unit equates to the old unit THHBCC14A Organise Bulk Cooking Operations.

Element	**Performance Criteria**

1 Plan kitchen operations	• Quantities are determined and calculated accurately according to recipes and specifications.
	 • Food items are ordered in correct quantities for requirements.
	 • A mise en place list for food and equipment is prepared which is:
	  • appropriate to the situation
	  • clear and complete.
	 • A work schedule and work flow plan for the relevant section of kitchen are designed to maximise teamwork and efficiency.

2 Organise production of menus	• Preparation and service of orders for the relevant section of the kitchen are organised to enable smooth work flow and to minimise delays. • Dishes are sequence controlled to enable smooth work flow and minimise delays. • Quality control is exercised at all stages of preparation and cooking to ensure that presentation, design, eye appeal and portion size of menu items are to required standards. • Appropriate procedures are put into place to ensure that receiving and storing as well as cleaning procedures are correctly followed.
3 Select cooking systems	• Specific requirements for installation are assessed. • Advantages and reasons for the chosen system are considered carefully. • The production changes required to reflect the system are taken into account. • Sound knowledge about the equipment used in the chosen system is taken into account when selecting a system. • Appropriate equipment is utilised to assist cooking operations.

4	**Use preparation and cooking techniques appropriate to the system**	• Menu items are compatible with the type of system chosen. • Specialist recipes are prepared and served taking into account the type of food service system. • Food is prepared using methods which take into account the effects of different methods of preparation on nutrition quality and structure.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- Bulk cooking systems may include but is not limited to the following:
  - fresh cook
  - cook chill - 5 day
  - cook chill - extended life
  - cook freeze.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - fresh cook
  - cook chill - 5 day life
  - cook chill - extended life
  - cook freeze
  - organisational skills and teamwork
  - safe work practices must be demonstrated, in particular in relation to bending and lifting
  - nutrition principles which relate to each system
  - principles of nutrition, in particular the effects of cooking on the nutritional value of food
  - culinary terms commonly used in the enterprise
  - principles and practices of hygiene
  - logical and time efficient work flow
  - inventory and stock control systems
  - purchasing, receiving, storing, holding and issuing procedures
  - costing, yield testing, portion control
  - historical development of menus, modern trends in menus.

- Knowledge and understanding must be demonstrated, of the principles and requirements of the following regulations and legislation:
  - occupational health and safety legislation
  - hygiene codes
  - HACCP
  - statutory regulations.

Context of assessment:

- Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently organise bulk cooking operations to enterprise standards.

Linkages to other units:

- It is recommended that this unit be assessed either in conjunction with or after the following units:
  - All THHBKAA's and THHBCCA's units.

Unit THHBCC15A

Organise Food Service Operations

Unit Descriptor	This unit deals with the organisational process required to organise Food Service operations. This unit equates to the old unit THHBCC15A Organise Food Service Operations.

Element | **Performance Criteria**

1 Plan kitchen for food production

- Quantities are determined and calculated accurately according to recipes and specifications.
- Food items are ordered in correct quantities for requirements.
- A jobs checklist for food and equipment is prepared which is:
  - appropriate to the situation
  - clear and complete.
- A work schedule for the relevant section of kitchen is designed to maximise teamwork and efficiency.

2 Organise food production

- Preparation and service of orders for the relevant section of the kitchen are organised to enable smooth work flow and minimise delays.
- Dishes are sequence controlled to enable smooth work flow and minimise delays.
- Quality control is exercised at all stages of preparation and cooking to ensure that presentation, design, eye appeal and portion size of menu items are to required standards.

3 Ensuring smooth work flow

- Appropriate procedures are put into place to ensure that receiving and storing as well as cleaning procedures are correctly followed.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- Menus may include but not limited to:
  - a la carte
  - set (table d'hote)
  - cyclical
  - function.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - organisational skills and teamwork
  - safe work practices must be demonstrated, in particular in relation to bending and lifting
  - principles of nutrition, in particular the effects of cooking on the nutritional value of food
  - culinary terms commonly used in the enterprise
  - principles and practices of hygiene
  - logical and time efficient work flow
  - inventory and stock control systems
  - purchasing, receiving, storing, holding and issuing procedures
  - costing, yield testing, portion control
  - historical development of menus, modern trends in menus.

Context of assessment:

- Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently organise food service operations to enterprise standards.

Linkages to other units:

- It is recommended that this unit be assessed either in conjunction with or after the following units:
  - All THHBKAA's and THHBCCA's units.

THHADCC01A

Prepare Pates and Terrines

Unit Descriptor	This unit deals with the skills and knowledge required to prepare pate and terrines. This unit equates to the old unit THHADCC1A Prepare Pates and Terrines.

Element

Performance Criteria

1 Develop new recipes

- Recipes for pates and terrines are developed using a range of suitable products, with consideration given to taste and presentation.
- Pate and terrine recipes which are developed are tested for taste and yield.

2 Prepare pates and terrines

- A range of pates and terrines are prepared according to standard recipes.
- A range of binding agents and processes required in the preparation of basic forcemeat is prepared and used.
- Specialised machinery for making pates and terrines is used correctly and safely according to the manufacturer's standards.

3 Present pates and terrines

- Pates and terrines are presented attractively for various uses which may include but not be limited to appetisers, starters or in buffets.
- Pates and terrines are decorated appropriately with consideration given to contemporary tastes in colour presentation and eye appeal.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- The terms pates and terrines refer to a range of products which can be made from meats, poultry, game, seafood, fruits and vegetables.

- The term pate (French for paste) refers to any edible food that has been ground or pureed to a paste and set and/or baked in a container or mould. The term can also be used to refer to pate en croute.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - principles of nutrition, in particular the effects of cooking on the nutritional value of food
  - ability to efficiently produce the required pates and terrines
  - culinary terms commonly used in the enterprise
  - logical and time efficient work flow
  - hygiene requirements relating to possible bacterial spoilage in the preparation, storage and service of these products is required
  - outcomes of the various binding agents and processes used in the preparation of pates and terrines is required.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the preparation and service of pates and terrines can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently prepare and present pates and terrines to enterprise standards. Evidence should also include a detailed understanding of the different classifications of meats.

Linkages to other units:

- It is recommended that this unit be assessed either in conjunction with or after the following units:
  - THHBKA01A Organise and Prepare Food
  - THHBKA02A Present Food
  - THHBKA03A Receive and Store Stock
  - THHBKA04A Clean and Maintain Premises
  - THHBCC07A Identify and Prepare Meat.

Unit THHADCC02A

Plan, Prepare and Display a Buffet

Unit Descriptor	This unit deals with the skills and knowledge required to plan, prepare and display a buffet.
	This unit equates to the old unit THHADCC2A Plan, prepare and display a buffet.

Element	**Performance Criteria**
1 Plan a buffet	• The buffet is planned according to the required theme or occasion.
	• An appropriate range and quantity of food items is selected with consideration given to quality and price related to the enterprise requirements.
2 Prepare decorative food presentations	• Appropriate service equipment is used to display food decorations.
	• Food presentations are prepared with artistic flair and according to establishment standards.
	• Garnishes and accompaniments used enhance taste and appeal.
	• Where appropriate and where used, decorative centrepieces are selected and presented in an attractive manner.
3 Display food items	• Food items are displayed with a sense of artistry to create customer appeal.
	• Table arrangements are suitable for buffet display and service according to establishment standards.
4 Present buffet in a safe and hygienic manner	• Potential health problems through cross contamination and food spoilage are identified and appropriate preventative measures are taken to eliminate these risks.
	• Keeping food on display at temperature levels as prescribed by legislation.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- This unit applies to a range of buffet settings includes but is not limited to the following:
  - functions
  - breakfast
  - lunch buffets
  - smorgasbords.

- Centrepieces can be made from the following bases:
  - fruit
  - vegetables
  - flowers
  - salt
  - ice
  - bread
  - margarine
  - vegetable.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - organisational skills and teamwork
  - safe work practices must be demonstrated, in particular in relation to bending and lifting
  - principles of nutrition, in particular the effects of cooking on the nutritional value of food
  - culinary terms commonly used in the enterprise
  - principles and practices of hygiene
  - logical and time efficient work flow
  - inventory and stock control systems
  - purchasing, receiving, storing, holding and issuing procedures
  - costing, yield testing, portion control
  - historical development of menus, modern trends in menus
  - demonstration of competency must include artistic skills and creativity.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the preparation and service of buffets can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently prepare and present buffets to enterprise standards.

Linkages to other units:

- It is recommended that this unit be assessed either in conjunction with or after the following units:
  - All THHBKAA's and THHBCCA's units.

Unit THHADCC04A

Prepare Portion Controlled Meat Cuts

Unit Descriptor	This unit deals with the skills and knowledge required to prepare portion controlled meat cuts.
	This unit equates to the old units THHADCC4A Prepare Portion Controlled Meat Cuts and Products and THHADCC5A Prepare Restaurant Meat Cuts.

Element	**Performance Criteria**
1 Select suppliers and purchase meats	• Supplier is selected with regard to quality and price related to the establishment's customer requirements. • Wastage is minimised through appropriate purchase and storage techniques.
2 Prepare and produce a range of portion controlled meats	• Ingredients are specified, selected and weighed correctly according to standard recipes. • Meats are cut to correct portion size. • A range of portion controlled meat products are prepared.
3 Store meat cuts and meat products	• Food spoilage is minimised through appropriate storage techniques according to industry regulations. • The quality of each cut and product is maintained through appropriate storage techniques.
4 Implement safe and hygienic practices	• Potential problems in hygiene and occupational health and safety issues are identified and appropriate preventative measures are taken to eliminate risks. • Machinery used in manufacturing is safely and hygienically operated according to manufacturer's instructions.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- Meats includes pork, beef, lamb, beef and red game meat.

- Meat products includes manufactured raw meat products such as sausages etc.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - principles of nutrition, in particular the effects of cooking on the nutritional value of food
    - culinary terms commonly used in the enterprise
    - principles and practices of hygiene
    - logical and time efficient work flow
    - current meat and livestock purchasing standards
    - identification of primary and secondary meat cuts according to Australian standard meat cuts
    - yield testing and cost calculation
    - portion control
    - basic meat science and meat preservation techniques
    - storage procedures.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the preparation of portion controlled meats and meat products can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently prepare meat and meat products to enterprise standards. Evidence should also include a detailed understanding of the different classifications of meats.

Linkages to other units:

- It is recommended that this unit be assessed either in conjunction with or after the following units:
    - THHBKA01A Organise and Prepare Food
    - THHBKA02A Present Food
    - THHBKA03A Receive and Store Stock
    - THHBKA04A Clean and Maintain Premises
    - THHBCC07A Identify and Prepare Meat.

Unit THHADCC05A

Handle and Serve Cheese

Unit Descriptor	This unit deals with the skills and knowledge required to identify, handle and present cheese This unit has no previous reference.

Element	**Performance Criteria**
1 Selecting suppliers and purchase cheese	• Identify different types of available cheeses. • Supplier is selected with regard to quality and price. • Wastage is minimised through appropriate purchase and storage techniques.
2 Prepare Cheese for service	• Cheeses are allowed to breathe correctly before serving. • Appropriate garnishes are prepared according to enterprise standards.
3 Present Cheese	• Cheese is presented attractively in the required context, which may include but not be limited to appetisers, starters, after main courses or as part of the sweets course. • Correct and appropriate garnishes are selected and used. • Utilise cheese left overs productively.
4 Implement safe and hygienic practices	• Potential hygiene issues including food spoilage and cross contamination are identified and appropriate preventative measures are taken to eliminate risks. • Machinery and equipment used to prepare and serve cheese is used safely. • Cheeses are correctly stored at the correct temperature to minimise spoilage and contamination.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- The term cheese refers to a range of dairy based products.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - principles of nutrition, in particular the effects of cooking on the nutritional value of food
  - ability to efficiently identify, store, handle and serve cheese
  - culinary terms commonly used in the enterprise
  - logical and time efficient work flow
  - hygiene requirements relating to possible bacterial spoilage in the preparation, storage and service of these products is required.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the preparation and service of cheese can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently prepare and present cheese to enterprise standards. Evidence should also include a detailed understanding of the different classifications of cheeses.

Linkages to other units:

- It is recommended that this unit be assessed either in conjunction with or after the following units:
  - THHBKA01A Organise and Prepare Food
  - THHBKA02A Present Food
  - THHBKA03A Receive and Store Stock
  - THHBKA04A Clean and Maintain Premises.

Unit THHADCC06A

Prepare Chocolate and Chocolate Confectionery

Unit Descriptor	This unit deals with the skills and knowledge required to handle chocolate, prepare individual chocolates and chocolate based confectionery. This unit equates to the old units THHADCC6A Prepare Chocolate and Confectionery and THHADPT10A Prepare Chocolate and Chocolate Confectionery.

Element	**Performance Criteria**
1 Temper couverture	• Couverture is melted and tempered using the correct method and the correct temperatures. • Couverture is manipulated to the correct viscosity and desired flow properties and to possess appropriate colour, gloss and snap characteristics on solidification. • Temperature is controlled to optimise the retention of temper.
2 Prepare centres and fillings	• Ingredients are correctly chosen and manipulated demonstrating exemplary high standards of hygiene. • A range of centres and fillings is prepared according to standard recipes or enterprise specifications. • Fillings are to be full-flavoured, interesting and natural. • Fillings are brought to the correct temperature, viscosity and consistency before being used. • Shapes and sizes of centres are precise and uniform.
3 Handle moulds	• Moulds to be used are clean, polished, and free of dust or residue. • Moulds are kept constantly at the correct temperature when being used and are untouched by bare fingers. • The polished surface is never touched by objects which may dull, scratch or damage it.

4	**Make moulded chocolates**	• Couverture or coatings are appropriate to the filling and use.
		• Couverture are tempered correctly and are set in moulds so that they are of even and correct thickness and free from marks or air bubbles.
		• A range of fillings is applied having a level surface and allowing sufficient space for sealing with a layer of chocolate of appropriate thickness.
		• De-moulded chocolates are handled and stored so they retain their glossy surface.
5	**Coat chocolate confectionery**	• Couverture are tempered correctly and manipulated to the correct viscosity.
		• Items to be coated are brought to the correct temperature.
		• Prepared centres are coated using techniques which result in an even and correct thickness of chocolate and a uniform quality finish.
		• Hand-dipping is executed in a rational and accurate manner.
		• Chocolate confectionery is attractively decorated and presented.
6	**Store chocolate and chocolate confectionery**	• Chocolate and chocolate confectionery is stored at the correct temperature and level of humidity.
		• Chocolate and chocolate confectionery are protected from light and incompatible odours and are stored in a dry place.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- Fillings may consist of but are not limited to:
  - nougat
  - ganache
  - flavoured fondants
  - nuts
  - fruits
  - caramel.

- Chocolate includes couverture (pure coating chocolate) in dark, milk and white and various compounds.

- Tempering is the technique to control formation of seed crystals and to achieve the desired characteristics in solidified chocolate including setting properties, snap and sheen.

- Tempering techniques include:
  - vaccination/addition method
  - tabling method
  - heated water jackets
  - microwave.

- Chocolate confectionery may be moulded, cut or dressed, with hard or soft centres and hand coated, machine enrobed or made using prepared hollow shells.

- Centres and fillings may consist of nougat, ganache, marzipan, flavoured fondant, croquant, caramel, jelly, nuts, fruits or a combination thereof.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - organisational skills and teamwork
  - safe work practices must be demonstrated, in particular in relation to bending and lifting
  - principles of nutrition, in particular the effects of cooking on the nutritional value of food
  - culinary terms commonly used in the enterprise
  - principles and practices of hygiene
  - logical and time efficient work flow
  - inventory and stock control systems
  - purchasing, receiving, storing, holding and issuing procedures
  - costing, yield testing, portion control
  - historical development of menus, modern trends in menus
  - evidence is required of knowledge and understanding of chocolate handling
  - artistic skills and creativity must be demonstrated.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the preparation and service of Chocolates can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently prepare and present Chocolates to enterprise standards. Evidence should also include a detailed understanding of the different classifications of chocolates.

Linkages to other units:

- It is recommended that this unit be assessed either in conjunction with or after the following units:
  - THHBKA01A Organise and Prepare Food
  - THHBKA02A Present Food
  - THHBKA03A Receive and Store Stock
  - THHBKA04A Clean and Maintain Premises
  - THHBCC08A Prepare Hot and Cold Desserts.

THHADSFA

Select, Prepare and Serve Specialised Food Items

Unit Descriptor	This unit deals with the skills and knowledge required to plan, prepare and present specialised food items. This unit equates to the old unit THHADSFA.

Element	**Performance Criteria**
1 Select suppliers and purchase items	• The best supplier is selected with regard to quality and price related to the enterprise requirements. • Wastage is minimised through appropriate purchase and storage techniques.
2 Plan menus and/or marketing strategies	• Menu items are priced to achieve satisfactory profit levels and satisfy enterprise requirements for a balanced menu in line with customer demand. • Seasonal availability is taken into account when developing menu planning and marketing strategies. • Major characteristics of the different varieties of food items are used to create new menu items.
3 Prepare and present a wide range of dishes	• Items are prepared according to standard recipes. • Items are cooked in a variety of styles as required by the enterprise.
4 Demonstrate advanced preparation and cooking techniques	• Cooking techniques are effectively demonstrated and taught to other staff.
4 Implement hygienic and safe practices	• Potential problems are identified and appropriate preventative measures are taken to eliminate risks concerning hygiene and occupational health and safety issues in the workplace. • Equipment used is safely and hygienically operated according to enterprise practice. • Items are hygienically and correctly stored.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- This unit is a "shell" unit which covers a range of units in cooking at a specialised level. The areas of specialised cooking can include but is not limited to:
  - preparation of cakes, pastries, yeast based goods and desserts

  - meat, poultry, game

  - seafood

  - vegetables, fruit and salads.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - organisational skills and teamwork
  - safe work practices must be demonstrated, in particular in relation to bending and lifting
  - principles of nutrition, in particular the effects of cooking on the nutritional value of food
  - culinary terms commonly used in the enterprise
  - principles and practices of hygiene
  - logical and time efficient work flow
  - inventory and stock control systems
  - purchasing, receiving, storing, holding and issuing procedures
  - costing, yield testing, portion control
  - historical development of menus, modern trends in menus.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the preparation and service of the nominated specialised food items can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently prepare and present the nominated specialised food items to enterprise standards. Evidence should also include a detailed understanding of the different classifications of the main food groups.

Linkages to other units:

- It is recommended that this unit be assessed either in conjunction with or after the following units:
  - All THHBKAA's and THHBCC's units.

Unit THHADSCA

Select, Prepare and Serve Specialist Cuisines

Unit Descriptor	This unit deals with the skills and knowledge required to plan, prepare and present specialised cuisines. This unit equates to the old unit THHADSCA Select, Prepare and Serve Specialist Cuisines.

Element	**Performance Criteria**
1 **Select and use equipment for preparation, cooking and service**	• Appropriate utensils and cooking equipment are used to produce authentic menu items. • Appropriate serving utensils are used according to the style of the cuisine.
2 **Select and purchase foods for menu items**	• Foods selected are appropriate to the cuisine style with regard to quality and price related to the enterprise requirements. • Wastage is minimised through appropriate purchase and storage techniques.
3 **Accommodate major issues concerning specialist cuisine**	• Menu items produced are authentic to the specialist style and culture. • Preparation and service of specialist cuisines takes into account any major issues.
4 **Prepare appropriate sauces, spice mixes, garnishes and flavour combinations**	• Sauces, spice mixes, garnishes and flavour are prepared and used appropriately to produce authentic dishes.
5 **Prepare, cook and serve a range of menu items**	• Preparation, cookery and service techniques are in keeping with the cuisine style.
6 **Implement safe and hygienic practices**	• Potential problems are identified and appropriate preventative measures are taken to eliminate risks concerning hygiene and occupational health and safety issues in the workplace. • Foods are stored correctly according to health regulations.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- This unit is a "shell" unit which covers a range of units in cooking at a specialised level. The areas of specialised cooking may include any specialist cuisine.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - organisational skills and teamwork
  - safe work practices must be demonstrated, in particular in relation to bending and lifting
  - principles of nutrition, in particular the effects of cooking on the nutritional value of food
  - culinary terms commonly used in the enterprise
  - principles and practices of hygiene
  - logical and time efficient work flow
  - inventory and stock control systems
  - purchasing, receiving, storing, holding and issuing procedures
  - costing, yield testing, portion control
  - historical development of menus, modern trends in menus
  - historical and cultural background of the cuisine
  - traditions and rituals associated with the cooking and service of the cuisine
  - traditional sauces and accompaniments served with dishes
  - traditional order of service of specialist dishes.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the preparation and service of specialised cuisines can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently prepare and present specialised cuisines to enterprise standards. Evidence should also include a detailed understanding of the particular cuisine.

Linkages to other units:

- It is recommended that this unit be assessed either in conjunction with or after the following units:
  - All THHBKAA's and THHBCCA's units.

Unit THHS2CC1A

Monitor Catering Revenue and Costs

Unit Descriptor	This unit deals with the skills and knowledge required to establish and monitor the costs involved in operating a food service operation. This unit equates to the old unit THHS2CC1A Monitor and Control Revenue and Costs of a Catering Outlet.

Element	**Performance Criteria**
1 **Establish and maintain a purchasing and ordering system**	• Appropriate basic systems for purchasing and ordering are established and implemented efficiently to maximise quality and minimise costs and wastage. • Systems for storing food items are established and maintained to avoid deterioration, wastage, theft and spoilage. • Stock records are systematically and regularly kept updated.
2 **Establish and maintain a financial control system**	• Departmental and operational income statements are prepared and recorded accurately and on time. • Budget forecasts are met within defined fiscal periods and any variations are adequately explained. • Financial records are kept updated and utilised effectively.
3 **Maintain a production control system**	• Food control and production schedules are developed and maintained in a manner which maximises efficiency and minimises waste. • Work flows and staff rostering are designed to minimise unit labour cost. • Daily sales are monitored accurately and timely adjustments are made to menus to reflect customer preferences.
4 **Select and utilise technology**	• Appropriate computer systems and business machines are selected and utilised to increase ease and efficiency. • Appropriate software is selected according to the needs of the establishment.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

- Control systems may be computerised or manual.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - organisational skills and teamwork
  - culinary terms commonly used in the enterprise
  - logical and time efficient work flow
  - inventory and stock control systems
  - purchasing, receiving, storing, holding and issuing procedures
  - costing, yield testing, portion control
  - basic knowledge and understanding of accounting systems must be demonstrated.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where cost control can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to develop and maintain an efficient cost control and monitoring system to enterprise standards. Evidence should also include a detailed understanding of keeping financial records.

Linkages to other units:

- It is recommended that this unit be assessed either in conjunction with or after the following units:
  - All THHBKAA's and THHBCCA's units.

Unit THHS2CC2A

Establish and Maintain Quality Control

Unit Descriptor	This unit deals with the skills and knowledge required to ensure that high standards of quality are established and maintained. This unit equates to the old unit THHS2CC2A Establish and Maintain Quality Control.

Element

Performance Criteria

1 Establish and implement procedures for quality control

- Appropriate procedures are applied to ensure the quality of menu items with regard to:
  - raw materials
  - cooking processes
  - portion control
  - presentation.
- Products and services are consistent and meet enterprise requirements.
- Food items match menu descriptions.

2 Monitor quality

- Procedures to monitor quality are applied including:
  - observation
  - tasting
  - seeking feedback.

3 Solve quality related problems

- Problems related to quality control are accurately identified and solved.

Range of Variables

- This unit applies to all establishments where food is prepared and served.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - organisational skills and teamwork
  - culinary terms commonly used in the enterprise
  - principles and practices of hygiene
  - logical and time efficient work flow
  - inventory and stock control systems
  - purchasing, receiving, storing, holding and issuing procedures
  - costing, yield testing, portion control
  - historical development of menus, modern trends in menus
  - link of quality control to market share and profitability.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the implementation and maintenance of quality control can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently implement and maintain quality control to enterprise standards.

Linkages to other units:

- It is recommended that this unit be assessed either in conjunction with or after the following units:
  - All THHBKAA's and THHBCCA's units.

Unit THHS2CC3A

Develop a Food Safety Plan

Unit Descriptor	This unit refers to the development a Food Safety Plan using the HACCP method as a food safety regime.

Element	**Performance Criteria**
1 Identify client needs	• Specific customer profiles are defined. • "At risk" clients are identified. • Menus and recipes are designed to suit the needs of: 　• client groups 　• production equipment 　• facilities 　• re-thermalisation and service requirements. • Product specifications are produced.
2 Develop a Food Safety Plan for a specific commercial catering enterprise, using the HACCP Method	• Specific customer profiles are defined and "at risk' clients identified. • Menus are designed to suit the needs of: 　• client groups 　• production equipment 　• facilities. • Standard operational procedures required to support the Food Safety Plan are evaluated, and modified if required. • Product specifications are identified and recorded. • Product suppliers are identified and quality assurance specifications established. • Food safety hazards are identified. • Critical control points in the food system are identified, using the HACCP Method. • Product specifications are developed. • Production flow charts are developed. • Control procedures and corrective measures are listed. • The composition and presentation of the Food Safety Plan complies with regulatory requirements and standards. • Nutritional quality is maintained. • Training needs are identified.

3	**Implement Food Safety Plan**	• Training plans are developed and implemented. • Food safety plans are developed, using the HACCP Method. • Operational Food Safety procedures are established. • Recording procedures are established. • Contingency plans are developed.
4	**Evaluate and revise the HACCP plan as required**	• Food production records are monitored to identify deficiencies in the present plan. • Food is tested to validate required safety standards. • Food Safety plan is revised to incorporate corrective actions. • Changes to the Food Safety plan are recorded and incorporated into the production system. • Staff are informed of when changes occur. • The need for additional staff training is identified.

Range of Variables

- This unit applies to all catering operations where food and related services are provided and includes the following establishments/operations:
  - educational institutions
  - cafeterias/kiosks/canteens/cafes/gourmet food shops/restaurants/hotels
  - fast food outlets
  - health establishments
  - mining operations
  - defence forces
  - corrective services
  - residential catering
  - in-flight catering
  - transport catering
  - events catering
  - private catering.

- Standard operational procedures which support a Food Safety Plan include:
  - pest control
  - cleaning and sanitation programs
  - equipment maintenance
  - maintenance of personal hygiene.

- Contingency plans include dealing with:
  - food poisoning
  - customer complaints
  - rejected food
  - equipment breakdown.

Evidence Guide

- Knowledge and understanding of the following is required:
  - principles and methods of food production

  - HACCP principles

  - required HACCP plan format

  - hygiene and food safety regulations

  - local health regulations pertaining to food production and packaging

  - 'at risk' client groups

  - microbiological influences

  - process flow planning

  - nutritional requirements

  - food safety recording requirements, using the HACCP method, according to enterprise standards

  - staff training needs.

- This unit may be assessed on or off-the-job. The assessment should include comprehensive theory tests or questioning, case studies and/or projects in order to assess underpinning knowledge.

- This unit may be assessed with THHBCAT4A - *Implement Food Safety Procedures.*

TABLE OF CONTENTS

BACKGROUND AND ACKNOWLEDGMENTS

The Australian National Training Authority funded Tourism Training Australia to develop an integrated training package for the Hospitality industry. This training package builds upon the already comprehensive work completed over previous years in the development of standards, curriculum and resources.

The process of development has involved extensive research and consultation with industry and other relevant parties throughout Australia. Hospitality operators, associations, state training organisations and both public and private providers were represented on the National Industry Reference Group.

Tourism Training Australia would like to acknowledge the contribution of all those industry operators, associations, state training organisations, public and provate providers and those within the Tourism Training Network who have assisted with Hospitality Training Package project.

INTRODUCTION TO COMPETENCY STANDARDS

An essential component of the Hospitality Training Package was the review of existing competency standards, and development of new competency standards. Subsequently following competency standards have emerged:-
  ➢ Common Core (Tourism/Hospitality)
  ➢ Hospitality Core
  ➢ Commercial Cookery (including Kitchen Attending)
  ➢ Food and Beverage
  ➢ Gaming
  ➢ Front Office
  ➢ Housekeeping
  ➢ Patisserie
  ➢ Commercial Catering
  ➢ Security
  ➢ General Units (covering a range of areas)

KEY PRINCIPLES

The following principles underpin all the competency standards:

➢ These competency standards define the skills and knowledge required to work in the hospitality industry. The standards are designed to provide a flexible framework which can be used by all hospitality enterprises regardless of location or business size.

➢ To be meaningful and valuable, training and/or assessment based on these standards must be tailored to meet the specific needs of industry sectors, individuals and different cultural groups.

➢ The standards recognise the need to balance the commercial viability of hospitality and tourism operations with the need for culturally and environmentally appropriate practices.

WHAT ARE COMPETENCY STANDARDS?

Competency Standards are statements about the skills and knowledge that people need to perform their jobs to the required industry standards.

They are nationally agreed benchmarks for effective performance in the hospitality and tourism industry.

WHAT ARE COMPETENCY STANDARDS USED FOR?

Competency Standards are the key elements in ensuring that all training meets the real needs of industry. However, they can also be used for much more than training. They can form the basis for a complete and integrated human resource system.

The standards can be used for:
➢ compiling job descriptions and organising work structures
➢ recruitment
➢ determining training needs
➢ developing training and training resources/materials
➢ appraisals and skills assessment
➢ linkages between skills and industrial awards

HOW ARE THEY DEVELOPED?

Competency Standards are developed by the industry through an extensive process of research and consultation. Tourism Training Australia co-ordinated this process. Consultation was undertaken Australia wide using the Tourism Training State/Territory network. It involved wide circulation of standards with feedback obtained through a range of methods including focus groups, questionnaires and interviews.

Standards for the Hospitality industry have existed for several years. The development of the competency standards under the Hospitality Training Package, has been based on a review of existing work. It has also included technical update of the standards with the addition of more comprehensive Evidence Guides and Range of Variable statements.

WHAT DO COMPETENCY STANDARDS LOOK LIKE?

UNIT CODE: *THHCOR3A*

FOLLOW HEALTH SAFETY AND SECURITY PROCEDURES

Unit Descriptor   This unit deals with the skills and knowledge required to follow health, safety and security procedures. This unit applies to all individuals working in tourism and hospitality. It does not cover hygiene or first aid which are found in separate units.

Element	Performance Criteria
1 Follow workplace procedures on health, safety and security	• Health, safety and security procedures are correctly followed in accordance with enterprise policy and relevant legislation and insurance requirements. • Breaches of health, safety and security procedures are identified and promptly reported........
2 Deal with emergency situations	• Emergency and potential emergency situations are promptly recognised and required action is determined and taken with scope of individual responsibility. • Emergency procedures are correctly followed in accordance with enterprise procedures........

3 Maintain safe personal presentation standards	• Personal presentation takes account of the workplace environment and hygiene and safety issues including:
	  • Appropriate personal grooming and hygiene
	  • Appropriate clothing and footwear

4 Provide feedback on health, safety and security	• Issues requiring attention are promptly identified • Issues are raised with the designated person in accordance with enterprise and legislative requirements

Unit Code - Indicates the unit level

Unit Title - Statement of what you do in the workplace

Unit Descriptor
Provides additional general information about the unit

Elements
The building blocks which make up the unit

Performance Criteria
The level of performance that is required for each element. These are used as the tools for assessment

Range of Variables
• This unit applies to all hospitality and tourism sectors:
• Health, Safety and Security procedures may include but are not limited to procedures for:
   • Fire prevention
   • Evacuation procedures
   • Safe sitting, lifting and handling

Evidence Guide
Underpinning Skills and Knowledge
• To demonstrate competence, evidence of skills and knowledge in the following is required:
   • Industry / sector insurance and liability requirements....
Context of Assessment
• This unit may be assessed on or off the job. Assessment should include........
Critical Aspects of Assessment
• Evidence should include a demonstrated understanding of the importance of working in accordance with health, safety and security procedures, and of the......
Linkages to Other Units
• This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

Range of Variables
Provides guidelines on different situations and contexts

Evidence Guide
Shows the underpinning knowledge and skills needed for this unit
Provides guidelines for assessment

THE HOSPITALITY STANDARDS

The standards describe the skills and knowledge needed to work throughout the Hospitality industry. Individual units are combined to create a package of skills which suit the needs of the work situation.

HOW ARE THE STANDARDS ORGANISED AND CODED?

The following is an explanation of how the standards for the entire Hospitality industry are organised.

COMMON CORE
Competencies required by all people working in the Tourism & Hospitality Industry.

HOSPITALITY CORE
Competencies required by all people working in the Hospitality Industry.

HOSPITALITY FUNCTIONAL AREAS
Competencies required in functional areas of the Hospitality Industry
Units of competence may be selected according to the needs of a particular job.

COMMERCIAL COOKERY	COMMERCIAL CATERING	ASIAN COOKERY	PATISSERIE	FOOD & BEVERAGE	FRONT OFFICE	HOUSE KEEPING	SECURITY	GAMING

GENERAL UNITS
Competencies required by some people across all Hospitality Industry sectors
Units of competence may be selected according to the needs of a particular job

CUSTOMER SERVICE , SALES & MARKETING	HYGIENE, HEALTH, SAFETY & SECURITY	GENERAL ADMIN.	FINANCIAL ADMIN	COMPUTER TECHNOLOGY	TRAINING	LEADERSHIP

WHAT ARE THE MAIN FEATURES OF COMPETENCY STANDARDS?

CODING
Each nationally endorsed unit of competence has been allocated a unit code. This national code consists of:-
➢ a national identifier for those Hospitality units reviewed and developed as part of the Hospitality Training Package "THH".
➢ common core unit identifier for Tourism and Hospitality "COR".
➢ hospitality core unit identifier "HCO".
➢ stream/functional area identifier. For example G - Gaming, H - Housekeeping, FB - Food and Beverage etc.
➢ general unit identifier "G".
➢ a version descriptor. The first version descriptor for all recently reviewed and developed units of competence is "A". As revisions are undertaken and units of competence are updated, the version identifier will change to B, C, D etc to reflect the changes.

Example:-

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	COR01	A	Work With Colleagues and Customers
THH	HCO01	A	Develop and Update Hospitality Industry Knowledge
THH	BKA01	A	Organise and Prepare food
THH	BCC01	A	Use Basic Methods of Cookery
THH	BCAT01	A	Prepare Food According to Specific Dietary & Cultural Needs
THH	BPAT01	A	Prepare and Produce Pastries
THH	BFB01a	A	Clean Tidy Bar Areas
THH	BG01	A	Operate A Gaming Location
THH	BFO01	A	Receive and Process Reservations
THH	BH01	A	Provide Housekeeping Services to Guests
THH	BHTS01	A	Maintain Security of Premises and Property
THH	GCS01	A	Develop and Update Local Knowledge
THH	GHS01	A	Follow Workplace Hygiene Procedures
THH	GGA01	A	Communicate on the Telephone
THH	GFA01	A	Process Financial Transactions
THH	GCT01	A	Access & retrieve Computer Data
THH	GTR01	A	Coach other in Job Skills
THH	GLE01	A	Monitor Workplace Operations

Please note that an individual unit of competence does not have a formal level. It is only when units are packaged together in a qualification that a level is decided.

ARE THERE ANY TIPS ON USING THE STANDARDS?

Here are a few pointers to use to help you in using the standards:-

➢ The standards are statements about what people need to be **able to do** in the workplace - they are not designed to cover the details of training that may be needed for people to acquire the skills.

➢ The standards are written to be general enough to apply to the range of situations in the hospitality industry. Therefore you will see statement like 'in accordance with enterprise procedure' or 'as appropriate to the work situation'. **The standards provide a guide which can then be taken and tailored to meet the needs of specific sectors and business.**

➢ Remember the standards must allow for flexible tailoring and targeting of training and assessment.

➢ When using the standards take advantage of all the information that is provided. Often the Range of Variables and Evidence guides will provide extra information to help you achieve the results you need.

➢ While individual units of competence define the skills and knowledge in a particular area of work, it is the combination of several units which creates a meaningful outcome in the workplace. All users are encouraged to mix, match and combine units to meet specific needs.

You will find further information and guidance on using competency standards and other elements of the Hospitality Training Package in the "USER GUIDE PROFESSIONAL DEVELOPMENT RESOURCE" produced by Tourism Training Australia. Contact your local Tourism Training office for details.

Unit THHBFB01aA

Clean and Tidy Bar Areas

Unit Descriptor	This unit deals with the skills and knowledge required to provide general assistance in a bar area.

Element	Performance Criteria
1 Clean bar and equipment	• Bar surfaces and equipment are cleaned in accordance with enterprise standards and hygiene regulations. • Equipment is operated in accordance with manufacturer's instructions. • Condition of utensils and glassware is checked during the cleaning process and broken and cracked items are safely disposed of in accordance with enterprise standards. • Cleaning of bar and equipment is completed in consultation with other bar operators and with minimum disruption to bar operations.
2 Clean and maintain public areas	• Public areas which require attention are promptly identified and appropriate action is taken. • Empty and unwanted glasses are cleared on a regular basis with minimum disruption to customers. • Tables and public areas are cleaned hygienically and prepared in accordance with enterprise requirements. • Where appropriate, opportunities to interact with customers are taken in accordance with enterprise customer service standards. • Unusual, suspicious or unruly behaviour is identified and reported to the appropriate person.

Range of Variables

- This unit applies to all establishments where alcoholic beverages are served.

- Bar surfaces and equipment may include but are not limited to:
  - service counters
  - beer, wine and post mix service points
  - utensils
  - glassware/glasswashing machines.

- Public areas may be indoor or outdoor and include but are not limited to:
  - bar areas
  - restaurant areas
  - function areas
  - gaming areas.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - requirements of the relevant State/Territory Liquor Act in relation to general licensing requirements and responsibilities of individual staff members
  - requirements of the Health Act in relation to basic hygiene requirements in bar areas.

Context of Assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where a fully equipped bar is provided. This should be supported by assessment of underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated understanding of the importance of maintaining the cleanliness and tidiness of bar areas and an ability to safely and hygienically follow enterprise bar cleaning procedures within appropriate timeframes.

Linkages to Other Units:

- This unit should be assessed with or after the following unit:
  - THHGHS01A Follow Workplace Hygiene Procedures.

- There is a very strong link between this unit and THHBFB01A Operate a Bar. Depending upon the industry sector and workplace combined training/assessment may be appropriate.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	-
Solving Problems	1
Using Technology	1

Unit THHBFB01A

Operate a Bar

Unit Descriptor	This unit deals with the skills and knowledge required to carry out bar operations in a range of hospitality enterprises.

Element	**Performance Criteria**
1 Prepare bar for service	• Bar display and work area is set up in accordance with enterprise requirements.
	• Bar products and materials are checked and restocked where necessary using correct documentation.
	• All items are stored in the correct place at the correct temperature.
	• A suitable range of decorations, coasters and edible and non-edible garnishes are prepared and stocked in accordance with enterprise requirements.
2 Take drink orders	• Orders are taken and either noted or memorised correctly.
	• Products and brand preferences are checked with the customer in a courteous manner.
	• Clear and helpful recommendations or advice is given to customers on selection of drinks.
3 Prepare and serve drinks	• Drinks are served promptly and courteously in accordance with customer preferences.
	• Drinks are prepared in accordance with legal and enterprise standards, using the correct equipment, ingredients and measures.
	• Coffee and tea are prepared and served as appropriate.
	• Industry standard glassware and garnishes are correctly handled and used.
	• Wastage and spillage are minimised.
	• Beverage quality is checked during service and corrective action taken when required.
	• Where appropriate, beverage quality issues are promptly reported to the appropriate person.
	• Where appropriate tray service is provided in accordance with enterprise standards.
	• Any accidents during service are attended to promptly and safely.

4	**Close down bar operations**	• When appropriate, equipment is shut down in accordance with enterprise safety procedures and manufacturer's instructions.
		• Bar areas are cleared, cleaned or dismantled in accordance with enterprise procedures.
		• Left over garnishes, suitable for storage, are stored hygienically and at the correct temperature.
		• Stock is checked and re-ordered in accordance with enterprise procedures.
		• Bar is correctly set up for next service.
		• Where appropriate, handover is made to incoming bar staff and relevant information is shared.

Range of Variables

- This unit applies to bar operations in all hospitality sectors.

- Bars may be:
  - permanent
  - temporary
  - dry till.

- Bar products and materials may include but are not limited to:
  - all types of drinks
  - garnishes
  - cleaning equipment
  - refrigeration equipment
  - utensils
  - bar towels
  - display items.

- Relevant information may include but is not limited to:
  - current customer information (preferences, any problems etc)
  - issues relating to beverage quality
  - stock requirements.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - requirements of the relevant State/Territory Liquor Act in relation to service of alcohol (please note that this should be covered by completion of Unit THHBFB9A)
  - hygiene issues of specific relevance to beverage service
  - different types of bars
  - typical bar equipment
  - major types of alcoholic beverages
  - standard drinks including preparation and serving techniques
  - tea and coffee preparation
  - major drink manufacturers.

Context of Assessment:

- This unit should be assessed on-the-job or in a simulated workplace environment where a fully equipped bar is provided. This should be supported by assessment of underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to set up and operate bar equipment in accordance with established procedures and systems. Correct preparation of standard drinks should be demonstrated within enterprise acceptable range and timelines.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
  - THHBFB01aA Clean and Tidy Bar Areas
  - THHBFB09A Provide Responsible Service of Alcohol
  - THHGFA01A Process Financial Transactions.

- There are also strong linkages between this unit and other units where combined assessment/training may be appropriate:
  - THHADFB03A Prepare and Serve Cocktails.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	1

Unit THHBFB02/3aA

Provide A Link Between Kitchen And Service Areas

Unit Descriptor	This unit deals with the skills and knowledge required to provide general assistance in food and beverage service operations. It is designed to reflect the role of the 'food runner' in food and beverage operations.

Element	Performance Criteria
1 Liaise between kitchen and service areas	• Kitchen service points are attended and monitored to ensure prompt pick up of food. • Food is checked in accordance with enterprise standards. • Food is checked for marks, spills and drips. • Food is promptly transferred and correctly placed at the appropriate service point in accordance with enterprise procedures and safety requirements. • Appropriate colleagues are promptly advised on readiness of items for service. • Additional items required from the kitchen are identified through monitoring of service areas and consultation with other service colleagues. • Requests are made to kitchen staff based on identified needs.
2 Clean and clear food service areas	• Used items are promptly removed from service areas and safely transferred to the appropriate location for cleaning. • Food scraps are handled in accordance with hygiene regulations. • Equipment is cleaned and stored in accordance with hygiene regulations and enterprise procedures.

Range of Variables

- This unit applies to all hospitality establishments where food and beverage are served.

- Service areas may include but are not limited to:
  - waiting stations
  - buffet areas
  - kitchen service area
  - room service collection.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - flow of service within a food and beverage service environment
  - ordering and service procedures.

Context of Assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated food service environment. This should be supported by assessment of underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated understanding of service flows within a food and beverage service environment and the roles of all those who contribute to the service process. Ability to follow established enterprise and hygiene procedures in the handling of food and food service equipment must be demonstrated.

Linkages to Other Units:

- This unit should be assessed with or after the following unit:
  - THHGHS01A Follow Workplace Hygiene Procedures.

- There is also a very strong link between this unit and other food and beverage units. Depending upon the industry sector and workplace combined assessment/training may be appropriate. Examples may include but are not limited to:
  - THHBFB02A/3A Provide Food and Beverage Service
  - THHBFB04A Provide Table Service of Alcoholic Beverages
  - THHBFB10A Prepare and Serve Non Alcoholic Beverages.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	1

Unit THHBFB02/3A

Provide Food and Beverage Service

| **Unit Descriptor** | This unit deals with the skills and knowledge required to provide food and beverage service to customers in a range of different industry contexts. |

Element

Performance Criteria

1 Prepare dining/ restaurant area for service

- Dining/restaurant area is cleaned and/or checked for cleanliness prior to service in accordance with enterprise procedures.
- Customer facilities are checked and cleaned prior to service.
- Comfort and ambience of the area is prepared in readiness for service including adjustment of lighting and music where appropriate.
- Furniture is set up in accordance with enterprise requirements and/or customer requests.
- Furniture layout ensures staff and customer convenience and safety.
- Equipment is checked and prepared for service.
- Contact is made with kitchen staff and information sought on menu variations.

2 Prepare and set tables

- Tables are correctly set in accordance with enterprise standards, required timeframes and/or special customer requests.
- Where appropriate, standard industry clothing techniques are correctly used.
- Cleanliness and condition of tables and all table items is checked prior to service.
- Items not meeting enterprise standards are identified and removed from service areas.
- Recurring problems are identified and reported to the appropriate person.

3 Welcome customers

- Customers are welcomed upon arrival in accordance with enterprise customer service standards.
- Courteous introductions are made and reservations are checked where appropriate.
- Customers are promptly seated.
- Menus and drinks lists are promptly presented to customers in accordance with enterprise standards.
- Where menus and drinks lists are presented verbally, clear and audible explanations are provided.

4	**Take and process orders**	• Orders are taken promptly and accurately with minimal disruption to customers.
		• Where necessary, orders are legibly recorded using correct documentation and promptly conveyed to the kitchen and/or bar.
		• Recommendations are made to customers to assist them with drink and meal selections.
		• Customer questions on menu items are correctly and courteously answered.
		• Where answer is unknown, information is sought from the kitchen or appropriate supervisor.
		• Ordering systems are correctly operated in accordance with enterprise procedures.
		• Glassware and cutlery to accommodate the meal choice are provided and adjusted in accordance with enterprise procedures.
5	**Serve and clear food and drinks**	• Food and beverage is promptly collected from service areas, checked for presentation and carried to customers safely.
		• Flow of service and meal delivery is monitored.
		• Any delays or deficiencies in service are promptly recognised and followed up with the kitchen.
		• Customers are advised and reassured regarding delays.
		• Food and beverage is courteously served at the table in accordance with enterprise standards and hygiene requirements.
		• Dishes are served to the correct person.
		• Customer satisfaction is checked at the appropriate time.
		• Additional food and beverage is offered at the appropriate times and ordered or served accordingly.
		• Tables are cleared of crockery, cutlery and glassware at the appropriate time and with minimal disruption to customers.
		• Accounts are organised and presented to customers on request.
		• Where appropriate accounts are processed in accordance with enterprise procedures.
		• Guests are courteously farewelled from the restaurant/dining area.

| 6 | **Close down restaurant/ dining area** | • Equipment is stored and/or prepared for the next service in accordance with enterprise procedures.
• Area is cleared, cleaned or dismantled in accordance with enterprise procedures and safety requirements.
• Area is correctly set up for next service in accordance with enterprise procedures.
• Where appropriate, service is reviewed and evaluated with colleges for possible future improvements.
• Where appropriate, handover is made to incoming restaurant colleagues and relevant information is shared. |

Range of Variables

- This unit applies to all establishments where food and beverage is served.

- Equipment may include but is not limited to:
  - glassware

  - crockery

  - cutlery

  - linen

  - condiments

  - tea and coffee making facilities

  - chairs

  - tables

  - menus and wine lists

  - display materials.

- Styles of service may included but are not limited to:
  - table d'hote

  - a la carte

  - buffet

  - function

  - breakfast or tea and coffee service.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - flow of service within a food and beverage service environment
  - ordering and service procedures
  - typical food and beverage service styles and types of menus
  - typical industry table set ups for different types of service
  - range and usage of standard restaurant equipment
  - knowledge of menus as appropriate to enterprise
  - hygiene and safety issues of specific relevance to food and beverage service.

Context of Assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated dining/restaurant environment. This should be supported by assessment of underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to provide complete service within a restaurant or dining area in accordance with established systems and procedures. Assessment should focus on comprehensive and correct set up, accurate order processing, ability to interact with customers and to monitor the service process.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
  - THHHS01A Follow Workplace Hygiene Procedures
  - THHBFB02A/3aA Provide a Link Between Kitchen and Service Areas
  - THHBFB11A Develop and Update Food and Beverage Knowledge.

- There is also a strong link between this unit and other food and beverage service units. Depending upon the industry sector and workplace combined assessment/training may be appropriate. Examples may include but are not limited to:
  - THHBFB04A Provide Table Service of Alcoholic Beverages
  - THHBFB10A Prepare and Serve Non Alcoholic Beverages
  - THHADFB07A Provide Silver Service.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	2
Using Mathematical Ideas and Techniques	-
Solving Problems	1
Using Technology	1

Unit THHBFB04A

Provide Table Service of Alcoholic Beverages

Unit Descriptor	This unit deals with the skills and knowledge required to advise on and serve a range of bottled alcoholic beverages within a dining or restaurant setting.

Element	Performance Criteria
1 Advise customers on alcoholic beverages	• Advice and recommendations on beverages is courteously offered to customers when appropriate. • Products are promoted to customers in accordance with enterprise requirements.
2 Serve alcoholic beverages	• Where appropriate, glassware and other items for beverage service are selected, prepared and placed in accordance with enterprise and/or industry standards. • Beverages are selected and both temperature and bottle condition are checked prior to serving. • Selection is checked with the customer prior to opening. • Beverages are correctly and safely opened and poured. • Where appropriate glasses are refilled during service with minimal disruption to customers. • Used and unused glassware is removed from tables at the appropriate time and in the correct manner.

Range of Variables

- This unit applies to all establishments where alcoholic beverages are served at the table.

- Alcoholic beverages may include but are not limited to:
  - wines (still, sparkling and fortified)
  - beers
  - spirits.

- Items for beverage service may include but are not limited to:
  - ice buckets
  - stands
  - napkins.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - general knowledge of wines in relation to:
        - major Australian wine styles
        - compatibility of major Australian wine styles with different types of food
        - general features of wine from the major Australian wine areas
    - general knowledge of beers and spirits in relation to:
        - flavour
        - differences between Australian and imported products
        - knowledge of glassware required for different types of beverage
    - beverage serving techniques for appropriate range including:
        - bottled beer
        - wine
        - spirits
        - liqueurs
        - safety issues in relation to table service of beverages.

Context of Assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated service environment where beverages and beverage service equipment is provided. This should be supported by assessment of underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to correctly serve a range of alcoholic drinks within enterprise acceptable timeframes and provide courteous advice on those drinks to customers.

Linkages to Other Units:

- This unit should be assessed with or after the following unit:
    - THHBFB09A Provide Responsible Service of Alcohol.

- There are also linkages between this unit and a range of other food and beverage service units. Depending upon the industry sector and workplace combined training/assessment may be appropriate. Examples include but are not limited to:
    - THHBFB02A/3A Provide Food and Beverage Service
    - THHBFB10A Prepare and Serve Non Alcoholic Beverages
    - THHBFB11A Develop and Update Food and Beverage Knowledge.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	2
Using Mathematical Ideas and Techniques	-
Solving Problems	1
Using Technology	1

Unit THHBFB05A

Operate Cellar Systems

Unit Descriptor	This unit deals with the skills and knowledge required to operate dispensing and quality control systems within a cellar.

Element

Performance Criteria

1   Operate and maintain bulk dispensing systems

- Bulk dispensing systems are correctly operated in accordance with manufacturer's instructions and safety requirements.
- Temperature, carbonation and pump pressure are monitored.
- Connectors, extractors and heads are cleaned hygienically.
- Nitrogen and integrated systems are set up safely and correctly to manufacturer's specifications.
- Faulty products and product delivery problems are promptly and accurately identified.
- Faults are promptly corrected or reported to the appropriate person.

2   Operate and maintain beer reticulation systems

- Beer reticulation systems are correctly operated and cleaned in accordance with manufacturer instructions.
- Safety procedures regarding handling, connecting and storing of gas are strictly followed.

3   Use and maintain refrigeration systems

- Refrigerator temperatures are measured accurately and adjusted correctly to comply with product requirements.
- Refrigerator seals and catches are maintained to manufacturer's specifications.
- Refrigerator vents, coils and filters are cleaned to manufacturer's standards.
- Walk-in alarms are set and re-set when required and to manufacturer's specifications.
- Basic mechanical faults are recognised and immediately repaired, or reported in accordance with enterprise procedures.

4   Monitor quality of cellar products

- Quality of cellar products is regularly tested and faults identified.
- Adjustments are made within scope of individual responsibility or faults are reported to the appropriate person.
- Follow up action is taken to ensure faults are rectified.
- Bin and keg card systems are used to assist in monitoring the quality of products and controlling stock.
- Cellar is kept tidy, clean and free from litter.
- Cellar temperature is monitored.

Range of Variables

- This unit applies to all establishments which maintain a cellar.

- Bulk dispensing systems may systems for:
  - beer
  - spirits
  - wine
  - post-mix syrups.

- Cellar products may include but is not limited to:
  - beers (bulk and packaged)
  - wine
  - spirits
  - liqueurs
  - aerated and mineral waters
  - post-mix
  - juices and syrups.

- Refrigeration systems may include but are not limited to:
  - cold rooms
  - cabinets
  - instantaneous coolers
  - portable temprites.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - cellar products (as defined above) and their characteristics including:
    - potential faults
    - shelf-life
    - correct handling and storage
    - potential dangers of working with gas and pressure
    - specific cellar safety requirements.

Context of Assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the relevant equipment is provided. This should be supported by assessment of underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated knowledge and understanding of the safety requirements for operating cellar equipment and of the quality issues which affect beverages. It should also include a demonstrated ability to operate equipment within those safety requirements.

Linkages to Other Units:

- This unit should be assessed with or after the following unit:
  - THHGGA06A Receive and Store Stock.

- In some industry contexts this unit may be linked to THHBFB01A and combined assessment/training may be appropriate.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	1

Unit THHBFB06A

Complete Retail Liquor Sales

Unit Descriptor	This unit deals with the skills and knowledge required to complete sales in a retail liquor outlet.

Element	**Performance Criteria**
1 Complete liquor sales	• Customers are advised on different types of products available. • Liquor sales are promptly processed. • Customer order forms, invoices and receipts are accurately completed. • Point of sale equipment is operated according to design specifications. • Customer delivery requirements are identified and accurately processed. • Adequate supplies of dockets, vouchers and point of sale documents are maintained.
2 Wrap and pack goods	• Adequate supplies of wrapping material or bags are maintained. • Merchandise is wrapped neatly and effectively where required. • Items are safely packed to avoid damage in transit. • Transfer of merchandise for parcel pick-up or other delivery methods is arranged if required.
3 Minimise theft	• Appropriate action is taken to minimise theft by applying enterprise security procedures. • Merchandise is matched to correct price tags. • Surveillance of merchandise is maintained in accordance with enterprise policy. • Security of stock, cash and equipment in regard to customers, staff and outside contractors is maintained in accordance with enterprise policy. • Suspect behaviour by customers is observed and dealt with in accordance with enterprise policy.

4	**Merchandise goods**	• Merchandise is unpacked and placed in appropriate location. • Merchandise is displayed to achieve a balanced fully stocked appearance and promote sales in accordance with enterprise procedures and safety requirements. • Special promotion areas are reset and dismantled at the appropriate time. • Display areas are kept clean and tidy. • Stock is rotated in accordance with enterprise procedures. • Labels and tickets are prepared in accordance with enterprise procedures. • Ticketing equipment is used, maintained and stored in accordance with enterprise procedures. • Correct pricing and information is maintained on merchandise.

Range of Variables

- This unit applies to retail liquor operations within hospitality establishments.

- Point of sale equipment may be manual or electronic.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - relevant state/territory legislation with regard to responsibilities of individual staff members in sale of alcohol
  - relevant state/territory legislation with regard to pricing and ticketing of retail goods
  - types of alcoholic beverages and their features according to enterprise range
  - principles of display
  - security procedures for bottle shop operations.

Context of Assessment:

- This unit must be assessed through practical demonstration in a fully equipped retail bottle environment. This should be supported by assessment of underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to correctly operate point of sale equipment and apply security procedures within a bottle shop environment. Knowledge of product range should also be demonstrated.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
  - THHGFA01A Process Financial Transactions
  - THHGGA06A Receive and Store Stock
  - THHGGA07A Control and Order Stock.

- Combined training may also be appropriate.

- Please note that in the development of training care should be taken to avoid duplication of product knowledge content if other beverage units are being studied.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	1

Unit THHBFB08A

Provide Room Service

Unit Descriptor	This unit deals with the skills and knowledge required to provide room service in commercial accommodation establishments.

Element

Performance Criteria

1 Take and process room service orders

- The telephone is answered promptly and courteously in accordance with enterprise procedures and customer service standards.
- The customer's name is checked and used in the interaction.
- Details of orders are clarified, repeated and checked with the guest.
- Suggestive selling techniques are used.
- Approximate time for delivery is advised to the customer.
- Orders are accurately recorded and the information is checked.
- Door knob dockets are correctly interpreted.
- Where necessary, orders are promptly transferred to the appropriate location for preparation.

2 Set up trays and trolleys

- Food and beverage items are correctly prepared for service periods.
- General room service equipment is prepared for use.
- Trays and trolleys are set up in accordance with enterprise standards for a range of meals including:
  - breakfast
  - lunch
  - dinner
  - complimentaries
  - special requests.
- Correct and sufficient service equipment is selected and checked for cleanliness, and damage.
- Trays and trolleys are set up so that they are balanced, safe and attractively presented.
- All food items and beverages are collected promptly and in the right order.
- Orders and trays are checked before leaving the kitchen and before entering room.

4	**Present room service meals and beverages**	• Rooms are approached and guests greeted in accordance with enterprise service standards. • Customers are consulted about where trays or trolleys should be placed in the room and advised of potential hazards. • Trays or trolleys are placed safely and conveniently. • Furniture is correctly positioned where required. • Meals and beverages are correctly served and placed if required by the customer and in accordance with enterprise procedures.
5	**Present room service accounts**	• The customers account is checked for accuracy and presented in accordance with enterprise procedure. • Cash payments received are presented to the cashier. • Charge accounts are presented to the guest for signing and charged to the account.
6	**Clear room service area**	• Floors are checked and promptly cleared of used room service trolleys and trays. • Trays and trolleys are returned to the room service area and dismantled/cleaned in accordance with enterprise procedures. • Equipment and food and beverage items are re-stocked in accordance with enterprise procedures.

Range of Variables

- This unit applies to all establishments where room service is provided.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - room service procedures
  - typical set ups for room service trays and/or trolleys
  - security and safety issues in relation to room service.

Context of Assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment room service equipment is provided. This should be supported by assessment of underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to correctly set up and present a range of room service meals as appropriate to the workplace. Knowledge of room service procedures and hygiene requirements must also be demonstrated.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
  - THHGHS01A Follow Workplace Hygiene Procedures
  - THHBFB02A/3A Provide Food and Beverage Service.

- There are also linkages between this unit and a range of other food and beverage service units. Depending upon the industry sector and workplace combined assessment/training may be appropriate.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	1

Unit THHBFB09A

Provide Responsible Service of Alcohol

Unit Descriptor	This unit deals with the skills and knowledge required to satisfy the requirements for responsible service of alcohol under State/Territory legislation. All staff involved in the service of alcohol should complete this unit.
	Please note that this unit is subject to agreement being reached by all State/Territory liquor licensing authorities- decision expected October 1997.

Element	**Performance Criteria**
1 Identify customers to whom service may be refused	• Customers to whom service may be refused are identified and the appropriate action is taken. • Where appropriate proof of age is requested and obtained prior to service.

2 Prepare and serve alcoholic beverages	• Standard drinks are prepared and served.
	 • Requests for drinks which exceed standard limits are politely declined and customers advised on the reasons for the refusal.
	 • When requested, accurate advice is given to customers on alcoholic beverages in accordance with enterprise policy and government regulation, including:
	   • types
	   • strengths
	   • standard drinks
	   • restrictions on use
	   • effects.
	 • Service to intoxicated customers is refused in a suitable and consistent manner, minimising confrontation and arguments.

3 Assist customers to drink within appropriate limits	• Customers are courteously and diplomatically encouraged to drink within appropriate limits. • Where appropriate food and non alcoholic beverages are offered.

4	**Assist alcohol affected customers**	• Intoxication levels of customers are assessed using a number of methods including:

       • observation of changes in behaviour

       • monitoring noise levels

       • monitoring drink orders.

• Offers of assistance are politely made to intoxicated customers including:

       • organising transport for customers wishing to leave

       • offering non-alcoholic drinks

       • assisting customers to leave.

• Difficult situations are referred to the appropriate person.

• Situations which pose a threat to safety or security of colleagues, customers or property are promptly identified and assistance is sought from appropriate colleagues.

Range of Variables

- This unit applies to all establishments where alcoholic beverages are served. It is a required unit for all staff serving alcoholic beverages.

- Action taken, with respect to customers who are intoxicated or who are contravening policy, is dependent upon:
  - enterprise procedures
  - the level of responsibility of individual staff members.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of knowledge in the following areas is required. Please note that the following includes general statements about requirements of liquor legislation, and this should be customised for each State/Territory.
  - major requirements of State/Territory Liquor legislation including:
    - roles of government and industry in enforcing liquor laws
    - general licensing requirements and regulations
    - responsibilities of individual staff members serving alcohol
  - reasons for implementation of responsible service of alcohol reforms including:
    - alcohol abuse and crime
    - violence and anti-social behaviour associated with alcohol abuse
    - costs to stakeholders of alcohol abuse
  - benefits of responsible service of alcohol reforms
  - benefits and profitability of food and soft drink service
  - issues relating to service of alcohol to specific groups
  - knowledge of standard drinks including:
    - rationale for standard drinks
    - contribution to blood alcohol levels and percentages of a range of frequently served drinks
    - times for effects of alcohol to be registered
    - safe drinking levels
    - legal drink and drive limits
  - effects of alcohol on:
    - emotional state
    - health
    - pregnancy
    - physical alertness
  - factors which affect individual responses to alcohol including:
    - gender
    - weight
    - metabolic rates
    - hormone cycles
    - other drugs taken
  - ways of assessing intoxication of customers
  - provisions for requiring someone to leave the premises.

Context of Assessment:

- This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated understanding of the State/Territory Liquor legislation and the principles of responsible service of alcohol. Understanding of the ramifications of non compliance on the enterprise and individual staff members must be demonstrated.

Linkages to Other Units:

- There is a strong link between this unit and other beverage service units. While combined training/and or assessment may be appropriate, determination of competency for this unit must focus on the understanding and implementation of responsible service of alcohol reforms within State/Territory legislation.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	2
Planning and Organising Activities	1
Working with Others and in Teams	2
Using Mathematical Ideas and Techniques	-
Solving Problems	2
Using Technology	-

Unit THHBFB10A

Prepare And Serve Non Alcoholic Beverages

Unit Descriptor	This unit deals with the skills and knowledge required to prepare and serve a range of teas, coffees and other non-alcoholic beverages.

Element	**Performance Criteria**
1 **Prepare and serve a range of teas and coffees**	• The name and style of coffee or tea requested is identified in response to customer request. • Correct ingredients and equipment are selected and used in accordance with manufacturer's specifications and enterprise practices. • Drinks are correctly prepared in accordance with customer requests and required timeframe. • Strength, taste, temperature and appearance are considered. • Drinks are attractively presented in appropriate crockery or glassware in accordance with enterprise standards.
2 **Prepare and serve cold drinks**	• Ingredients are correctly selected. • Machinery and equipment is correctly selected and used in accordance with manufacturer's specifications. • Drink is correctly prepared in accordance with standard recipes, customer requests and required timeframe. • Drinks are served and garnished attractively in appropriate container.
3 **Use, clean and maintain equipment and machinery for non-alcoholic drinks**	• Machinery and equipment are safely used in accordance with manufacturer's specifications and hygiene/safety requirements. • Machinery and equipment are regularly cleaned and maintained in accordance with manufacturer's specifications and enterprise cleaning and maintenance schedules. • Problems are promptly identified and reported to the appropriate person.

Range of Variables

- This unit applies to all establishments where coffee, tea and other non-alcoholic beverages are served.

- Equipment may include but is not limited to:
  - espresso machines
  - grinders
  - percolators/urns
  - drip filter systems
  - tea pots
  - plungers.

- Coffee methods may include but are not limited to:
  - filter
  - Greek/Turkish
  - plunger
  - iced
  - espresso
  - plunger.

- Teas may include but are not limited to:
  - traditional
  - specialty.

- Cold drinks may include but are not limited to:
  - shakes
  - flavoured milks
  - smoothies
  - hot/iced chocolate
  - juices
  - cordials and syrups
  - smoothies
  - waters
  - soft drinks
  - non-alcoholic cocktails.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - origins and characteristics of a range of different types of coffees and teas
  - the processes involved in the production and preparation of teas and coffees
  - characteristics of, and ingredients used, in non-alcoholic beverages commonly available in the current market
  - storage and handling of products for making drinks.

Context of Assessment:

- This unit must be assessed on-the-job or in a simulated environment, where drinks preparation equipment is provided. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include demonstrated ability to prepare and serve a range of coffees, teas and non-alcoholic beverages with enterprise acceptable timeframes. The extent and nature of the range will vary according to the needs of the workplace. Knowledge of drinks products, hygiene requirements and equipment usage must be demonstrated.

Linkages to Other Units:

- This unit should be assessed with or after the following unit:
  - THHGHS01A Follow Workplace Hygiene Procedures.

- There is also a link between this unit and other food and beverage service units. Depending upon the industry sector and workplace, combined assessment/training may be appropriate. Examples may include but are not limited to:
  - THHBFB02A/3A Provide Food and Beverage Service.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	1

Unit THHBFB11A

Develop And Update Food and Beverage Knowledge

Unit Descriptor	This unit deals with the skills required to develop and maintain general knowledge in the area of food and beverage. It brings together much of the product knowledge that underpins effective work performance in a range of food service roles. The unit also focuses on the need for ongoing updating of knowledge by all food and beverage staff. Please note that the specific product knowledge that applies to bar staff is found in other units.

Element	Performance Criteria
1 Research general information on food and beverage	• Individual information needs to assist in fulfilling day to day duties are identified and followed up. • Sources of information on food and beverage are correctly identified and accessed. • A range of methods are used to update knowledge in accordance with market trends and enterprise requirements.
2 Share information with customers	• Assistance is provided to customers on selection of food and beverage items. • Advice is offered on appropriate combinations of food and beverages when appropriate. • Customer questions on menus and drinks lists are courteously and correctly answered.

Range of Variables

- This unit applies to all food and beverage operations.

- Sources of information on food and beverage may include but are not limited to:
  - chefs and cooks
  - product suppliers
  - general and trade media (print and electronic)
  - food and beverage reference books
  - internet.

- Types of food for which knowledge may be required include but is not limited to:
  - appetisers
  - soups
  - meat and fish
  - vegetables
  - sweets
  - snacks
  - cheeses
  - fruit
  - salads
  - pre-packaged.

- Types of beverage for which knowledge may be required include but is not limited to:
  - wines
  - spirits
  - liqueurs
  - beers
  - non alcoholic drinks.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - commonly prepared dishes as appropriate to the industry sector
  - traditional accompaniments
  - service styles for different types of food
  - compatibility of common food and beverage items
  - specific food safety issues for different types of food.

Context of Assessment:

- This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a **general** knowledge of food and beverage as appropriate to a particular industry sector or workplace. This knowledge will vary but should include all areas mentioned in the Evidence Guide. Evidence of the ability to update and maintain current and relevant knowledge and apply this to the workplace must also be demonstrated.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
  - THHGHS01A Follow Workplace Hygiene Procedures
  - THHBFB2A/3aA Provide a Link Between Kitchen and Service Areas
  - THHBFB02A/3A Provide Food and Beverage Service
  - THHBFB04A Provide Table Service of Alcoholic Beverages.

- Depending upon the industry sector and workplace combined training/assessment may be appropriate.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	-
Using Mathematical Ideas and Techniques	-
Solving Problems	-
Using Technology	1

Unit THHADFB01A

Provide Specialist Advice on Food

Unit Descriptor	This unit deals with the skills and knowledge required to develop and maintain in-depth knowledge of food and apply that knowledge to food service operations.

Element	**Performance Criteria**
1 Advise on menu items	• Assistance with making food selections is courteously offered to customers. • Options and possible variations are offered to customers where appropriate. • Where appropriate, methods of cooking and different culinary styles are discussed with customers in clear and simple language.
2 Contribute to menu development	• Content of menus is planned in consultation with appropriate kitchen staff. • Menu suggestions are balanced in terms of cost and variety and reflect the type of enterprise and regional location. • Customer feedback and preferences are considered in the menu development process. • Where appropriate consultation is undertaken with those responsible for the development of wine lists. • Menus are developed to ensure required profit margin is obtained for the enterprise. • Format and design of menus are clear, accurate and appropriate to enterprise needs.
3 Update specialist food knowledge	• Informal and formal research is used to access current accurate and relevant information about food. • Trends in customer needs are identified based on direct contact and workplace experience. • General trends in the food market are identified and information is applied to the workplace.

Range of Variables

- This unit applies to all operations where specialist food knowledge is required.

- Informal and formal research may include but is not limited to:
  - talking to chefs and cooks

  - talking to product suppliers

  - reading general and trade media

  - attending trade shows

  - attending food tastings

  - reading food reference books

  - internet.

- Types of food for which knowledge may be required include but is not limited to:
  - appetisers

  - soups

  - meat and fish

  - vegetables

  - sweets and desserts

  - cheeses

  - fruit

  - salads

  - sauces

  - pre-packaged.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - for all food items listed in the Range of Variables:
    - methods of preparation/cooking/production
    - cultural and dietary issues and options
    - suitability for different customers
    - major suppliers
    - accompaniments and garnishes
    - origins and ingredients
    - presentation styles
    - service styles
    - compatibility with wines and other beverages
  - industry research skills.

Context of Assessment:

- This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a detailed knowledge of food types as listed in the Range of Variables with coverage of knowledge to include all areas mentioned in the Evidence Guide. Evidence of the ability to update and maintain current and relevant knowledge of food and to apply that knowledge to the workplace must also be demonstrated.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
  - THHGHS01A Follow Workplace Hygiene Procedures
  - THHBFB2A/3aA Provide a Link Between Kitchen and Service Areas
  - THHBFB02A/3A Provide Food and Beverage Service
  - THHBFB04A Provide Table Service of Alcoholic Beverages
  - THHBFB11A Develop and Update Food and Beverage Knowledge
  - THHGCS03A Promote Products and Services to Customers.

- There is also a strong link between this unit and the following units:
  - THHADFB07A Provide Silver Service

  - THHADFB06A/9A/10A Provide Gueridon Service

  - Depending upon the industry sector and workplace combined training/assessment may be appropriate.

- Please note that in the development of training care should be taken not to duplicate knowledge covered in other units.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	2
Communicating Ideas and Information	3
Planning and Organising Activities	2
Working with Others and in Teams	2
Using Mathematical Ideas and Techniques	1
Solving Problems	2
Using Technology	-

Unit THHADFB02A

Provide Specialist Wine Service

Unit Descriptor	This unit deals with the skills and knowledge required to provide specialist advice on wine and to evaluate and develop wine lists in a hospitality enterprise.

Element	**Performance Criteria**
1 Advise customers on Australian and imported wines	• Assistance with making wine selections is courteously offered to customers. • Specific advice is offered on the compatibility of different wines for menu items. • Correct and current information about different wine options is provided. • Where appropriate, styles and production methods are discussed with customers in clear and simple language.

2 Evaluate wines	• Wines are evaluated using accepted sensory evaluation techniques including:
	  • colour, appearance and other sight variables
	  • aroma, bouquet and odour
	  • taste and mouth feel.
	• Wine evaluations are used to enhance the quality of information provided to customers and to inform wine selections.
	• Impaired wine quality is promptly recognised and appropriate action is taken.

3 Develop wine lists	• Discussions are held with appropriate kitchen staff to obtain information on menu items. • Wines selected take account of compatibility with menu items. • Wine lists are balanced to ensure an appropriate selection in terms of cost, regional representation and the size and nature of the enterprise. • Wine lists are developed to ensure required profit margin is obtained for the enterprise. • Format and design of wine lists are clear, accurate and appropriate to enterprise needs.

4	**Store and handle wines**	• Wines are correctly stored at recommended temperatures and humidity.
		• Sediments are controlled in the storage and transportation of wines.
		• Wine quality issues are identified and correctly acted upon.
5	**Update wine knowledge**	• Informal and formal research is used to access current, accurate and relevant information about wines.
		• Trends in customer needs are identified based on direct contact and workplace experience.
		• General trends in the wine market are identified and information is applied to the workplace.

Range of Variables

- This unit applies to all operations where specialist wine knowledge is required.

- Informal and formal research may include but is not limited to:
  - talking to product suppliers
  - reading general and trade media
  - attending trade shows
  - attending wine tastings
  - reading wine reference books
  - internet.

- Imported wines may include wines from:
  - France
  - Italy
  - Germany
  - Spain and Portugal
  - Central and South Eastern Europe
  - North America
  - South America
  - South Africa
  - New Zealand.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - compatibility of different wines to various food types
  - sensory evaluation techniques for wines
  - structure history and trends in relation to the Australian wine industry
  - regional characteristics of Australian wines
  - for Australian wines:
  - different wine styles
  - different production methods
  - label terminology and interpretation
  - major regional variations
  - awareness of major world wine styles and production methods
  - industry research skills.

Context of Assessment:

- This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated detailed knowledge of wine including all those areas of knowledge covered in the Evidence Guide. Evidence of the ability to update and maintain current and relevant knowledge of wines and to apply that knowledge to the workplace must also be demonstrated.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
  - THHGHS01A Follow Workplace Hygiene Procedures
  - THHBFB2A/3aA Provide a Link Between Kitchen and Service Areas
  - THHBFB02A/3A Provide Food and Beverage Service
  - THHBFB04A Provide Table Service of Alcoholic Beverages
  - THHBFB11A Develop and Update Food and Beverage Knowledge
  - THHGCS03A Promote Products and Services to Customers.

- There is also a strong link between this unit and the following units:

  - THHADFB07A Provide Silver Service

  - THHADFB06A/9A/10A Provide Gueridon Service

  - Depending upon the industry sector and workplace combined training/assessment may be appropriate.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	2
Communicating Ideas and Information	3
Planning and Organising Activities	2
Working with Others and in Teams	2
Using Mathematical Ideas and Techniques	1
Solving Problems	2
Using Technology	1

Unit THHADFB03A

Prepare and Serve Cocktails

Unit Descriptor	This unit deals with the skills and knowledge required to prepare and serve cocktails in a range of hospitality enterprises.

Element | **Performance Criteria**

1 Promote cocktails to customers

- Customers are encouraged to buy cocktails in accordance with enterprise policy.
- Display materials are used to promote cocktails.
- Customers are courteously offered accurate information about the range and style of cocktails available.

2 Prepare cocktails

- Cocktail glassware and equipment is correctly and selected and used in accordance with enterprise and industry standards.
- Cocktails are correctly and efficiently made in accordance with recipes including those which are:
  - blended
  - shaken
  - stirred
  - built
  - floated.
- Eye appeal, texture, flavour and required temperature are considered in preparing cocktails.
- Options for new cocktail recipes are considered and developed in accordance with enterprise policy.

3 Present cocktails

- Cocktails are attractively presented and eye appeal is maximised.
- Wastage and spillage are avoided during service.

Range of Variables

- This unit applies to establishments where cocktails are served.

- Cocktail equipment may include but is not limited to:
  - shakers
  - jugs
  - stirrers and swizzles
  - blenders
  - ice crushers
  - glass chillers
  - cleaning equipment
  - bar towels.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - safe cocktail preparation
  - a range of the most popular traditional cocktail recipes
  - the typical alcoholic ingredients of cocktails
  - the typical non-alcoholic ingredients of cocktails
  - the range and variety of cocktail making equipment
  - the range and variety of cocktail glassware
  - the range and variety of presentation methods
  - the origins, nature and characteristics of:
    - spirits and liqueurs
    - vermouths, bitters and fortified wines.

Context of Assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where cocktail ingredients and equipment are provided. This should be supported by assessment of underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to correctly prepare and present standard cocktails within acceptable enterprise range and timelines.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
  - THHBFB09A Provide Responsible Service of Alcohol
  - THHBFB01A Operate a Bar.

- In many industry situations this unit would also need to be assessed in conjunction with the following units and combined training may also be appropriate:
  - THHGFA01A Process Financial Transactions.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	2
Communicating Ideas and Information	3
Planning and Organising Activities	2
Working with Others and in Teams	2
Using Mathematical Ideas and Techniques	2
Solving Problems	1
Using Technology	1

Unit THHADFB06/9/10A

Provide Gueridon Service

Unit Descriptor	This unit deals with the specialist skills required to provide gueridon service.

Element`	**Performance Criteria**
1 Prepare and maintain gueridon trolleys and equipment	• Trolleys are stocked and displayed correctly with clean implements, utensils and linen. • Equipment is polished and cleaned in accordance with enterprise standards and hygiene requirements. • Food and alcohol ingredients are selected in accordance with menu and service requirements. • Ingredients are examined for quality and condition prior to display on the trolley. • Foods are presented and displayed effectively using their colours, varieties and shapes to attract the attention of customers. • Promotional materials are used appropriately on trolleys. • Trolleys are positioned appropriately for customers to view. • Trolleys are cleared and cleaned hygienically and at the appropriate time.
2 Recommend and sell foods and dishes to customers	• Dish names are explained correctly to customers, using appropriate language and terminology, to assist them in the selections of foods. • The nature and features of gueridon service are explained to customers in clear, simple language. • Ingredients of dishes and preparation methods are correctly named, explained and shown to customers to assist them in making selections.
3 Prepare and serve foods	• Gueridon food dishes are correctly prepared to standard recipes in accordance with hygiene and safety procedures. • Accompaniments and finishing ingredients are correctly prepared. • Customers are involved in the preparation process and are invited to select ingredients, choose the finishing method and determine the size of portions.

Range of Variables

- This unit applies to all establishments where gueridon service is offered.

- Food and alcohol items may include but are not limited to:
  - meat
  - fish
  - hors d'oeuvres
  - dessert
  - condiments
  - garnishes
  - dairy products
  - fruits
  - salads
  - wines
  - spirits.

- Gueridon equipment may include but is not limited to:
  - flatware
  - carving boards
  - cutlery (cooking and serving)
  - linen
  - service crockery
  - fuel
  - towel for hand cleaning
  - lighter
  - burner
  - trolley
  - bowls.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - the origins and purpose of gueridon service
    - ranges and styles of service available
    - uses and functions of trolleys and equipment
    - gueridon cooking/carving techniques for all major food groups and menu items
    - display techniques
    - specific hygiene and safety issues relating to gueridon service.

Context of Assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where gueridon cooking equipment is provided. This should be supported by assessment of underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to prepare and serve a range of foods from the gueridon trolley. The range will depend on the workplace but should include preparation of entrees, main courses, accompaniments, desserts, cheeses and beverages. Equipment must be used safely, hygienically and in accordance with manufacturer's instructions and trolley display and set up must meet enterprise requirements.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
    - THHGHS01A Follow Workplace Hygiene Procedures
    - THHBFB02A/3aA Provide a Link Between Kitchen And Service Areas
    - THHBFB02A/3A Provide Food and Beverage Service
    - THHBFB04A Provide Table Service of Alcoholic Beverages
    - THHBFB11A Develop and Update Food and Beverage Knowledge
    - THHADFB07A Provide Silver Service.

- Depending upon the industry sector and workplace combined training may be appropriate.

- There is also a strong link between this unit and the following units:
    - THHADFB01A Provide Specialist Advice on Food
    - THHADFB02A Provide Specialist Wine Service.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	2
Communicating Ideas and Information	3
Planning and Organising Activities	2
Working with Others and in Teams	2
Using Mathematical Ideas and Techniques	-
Solving Problems	1
Using Technology	2

Unit THHADFB07A

Provide Silver Service

Unit Descriptor	This unit deals with the specialist skills required to provide full silver service.

Element	**Performance Criteria**
1 Prepare tables for silver service	• Tables are prepared to silver service standard, with the appropriate equipment and utensils for a given menu. • Tables are set to silver service standard, with the appropriate crockery, cutlery, glassware and silverware. • Cutlery on the table is changed in silver service style, and at the appropriate time, to suit the customer's choice of meal.
2 Work in co-operation with kitchen staff	• Liaison with kitchen staff is established to ensure correct preparation, presentation and timing of meals. • An appropriate chef and serving staff relationship is established to ensure silver service between the kitchen and dining room in maintained effectively.
3 Use silver service techniques to serve meals	• Utensils and equipment are correctly selected for silver service. • Servers are balanced correctly and positioned appropriately at the table for silver service. • Food items including specialist dishes, are correctly served using the appropriate silver service techniques. • Food and condiments are portioned and placed correctly based on advice from kitchen or head waiter. • Hot dishes are handled carefully and advice is provided to customers.

Range of Variables

- This unit applies to all establishments where full silver service is provided.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - product knowledge in relation to silver service offerings as appropriate to the enterprise
    - special issues affecting delivery and co-ordination of full silver service
    - silver service equipment and set ups
    - knowledge of silver service techniques for all types of food
    - safety and hygiene in specific relation to silver service.

Context of Assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated silver service dining environment. This should be supported by assessment of underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to correctly prepare for silver service and use silver service techniques to serve a range of meals. This range will vary according to the workplace but should include service of entrees, main courses, accompaniments, desserts and cheeses. Knowledge of the importance of timing in silver service must be demonstrated.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
    - THHGHS01A Follow Workplace Hygiene Procedures
    - THHBFB02A/3A Provide Food and Beverage Service
    - THHBFB11ADevelop and Maintain Food and Beverage Knowledge.

- There is also a strong link between this unit and other food and beverage service units. Depending upon the industry sector and workplace, combined assessment/training may be appropriate. Examples include but are not limited to:
    - THHADFB06A/9A/10A Provide Gueridon Service
    - THHADFB01A Provide Specialist Advice on Food
    - THHADFB02A Provide Specialist Wine Service.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	2
Communicating Ideas and Information	3
Planning and Organising Activities	2
Working with Others and in Teams	2
Using Mathematical Ideas and Techniques	-
Solving Problems	1
Using Technology	-

TABLE OF CONTENTS

BACKGROUND AND ACKNOWLEDGMENTS

The Australian National Training Authority funded Tourism Training Australia to develop an integrated training package for the Hospitality industry. This training package builds upon the already comprehensive work completed over previous years in the development of standards, curriculum and resources.

The process of development has involved extensive research and consultation with industry and other relevant parties throughout Australia. Hospitality operators, associations, state training organisations and both public and private providers were represented on the National Industry Reference Group.

Tourism Training Australia would like to acknowledge the contribution of all those industry operators, associations, state training organisations, public and private providers and those within the Tourism Training Network who have assisted with Hospitality Training Package project.

INTRODUCTION TO COMPETENCY STANDARDS

An essential component of the Hospitality Training Package was the review of existing competency standards, and development of new competency standards. Subsequently following competency standards have emerged:-

- ➢ Common Core (Tourism/Hospitality)
- ➢ Hospitality Core
- ➢ Commercial Cookery (including Kitchen Attending)
- ➢ Food and Beverage
- ➢ Gaming
- ➢ Front Office
- ➢ Housekeeping
- ➢ Patisserie
- ➢ Commercial Catering
- ➢ Security
- ➢ General Units (covering a range of areas)

KEY PRINCIPLES

The following principles underpin all the competency standards:

- ➢ These competency standards define the skills and knowledge required to work in the hospitality industry. The standards are designed to provide a flexible framework which can be used by all hospitality enterprises regardless of location or business size.

- ➢ To be meaningful and valuable, training and/or assessment based on these standards must be tailored to meet the specific needs of industry sectors, individuals and different cultural groups.

- ➢ The standards recognise the need to balance the commercial viability of hospitality and tourism operations with the need for culturally and environmentally appropriate practices.

WHAT ARE COMPETENCY STANDARDS?

Competency Standards are statements about the skills and knowledge that people need to perform their jobs to the required industry standards.

They are nationally agreed benchmarks for effective performance in the hospitality and tourism industry.

WHAT ARE COMPETENCY STANDARDS USED FOR?

Competency Standards are the key elements in ensuring that all training meets the real needs of industry. However, they can also be used for much more than training. They can form the basis for a complete and integrated human resource system.

The standards can be used for:

➢ compiling job descriptions and organising work structures

➢ recruitment

➢ determining training needs

➢ developing training and training resources/materials

➢ appraisals and skills assessment

➢ linkages between skills and industrial awards

HOW ARE THEY DEVELOPED?

Competency Standards are developed by the industry through an extensive process of research and consultation. Tourism Training Australia co-ordinated this process. Consultation was undertaken Australia wide using the Tourism Training State/Territory network. It involved wide circulation of standards with feedback obtained through a range of methods including focus groups, questionnaires and interviews.

Standards for the Hospitality industry have existed for several years. The development of the competency standards under the Hospitality Training Package, has been based on a review of existing work. It has also included technical update of the standards with the addition of more comprehensive Evidence Guides and Range of Variable statements.

WHAT DO COMPETENCY STANDARDS LOOK LIKE?

UNIT CODE: *THHCOR3A*

FOLLOW HEALTH SAFETY AND SECURITY PROCEDURES

Unit Descriptor   This unit deals with the skills and knowledge required to follow health, safety and security procedures. This unit applies to all individuals working in tourism and hospitality. It does not cover hygiene or first aid which are found in separate units.

Element	Performance Criteria
1 Follow workplace procedures on health, safety and security	• Health, safety and security procedures are correctly followed in accordance with enterprise policy and relevant legislation and insurance requirements. • Breaches of health, safety and security procedures are identified and promptly reported........
2 Deal with emergency situations	• Emergency and potential emergency situations are promptly recognised and required action is determined and taken with scope of individual responsibility. • Emergency procedures are correctly followed in accordance with enterprise procedures........

3 Maintain safe personal presentation standards	• Personal presentation takes account of the workplace environment and hygiene and safety issues including:
	  • Appropriate personal grooming and hygiene
	  • Appropriate clothing and footwear

4 Provide feedback on health, safety and security	• Issues requiring attention are promptly identified • Issues are raised with the designated person in accordance with enterprise and legislative requirements

Unit Code - Indicates the unit level

Unit Title - Statement of what you do in the workplace

Unit Descriptor

Provides additional general information about the unit

Elements

The building blocks which make up the unit

Performance Criteria

The level of performance that is required for each element. These are used as the tools for assessment

Range of Variables
• This unit applies to all hospitality and tourism sectors:
• Health, Safety and Security procedures may include but are not limited to procedures for:
  • Fire prevention
  • Evacuation procedures
  • Safe sitting, lifting and handling

Evidence Guide
Underpinning Skills and Knowledge
• To demonstrate competence, evidence of skills and knowledge in the following is required:
  • Industry / sector insurance and liability requirements....
Context of Assessment
• This unit may be assessed on or off the job. Assessment should include........
Critical Aspects of Assessment
• Evidence should include a demonstrated understanding of the importance of working in accordance with health, safety and security procedures, and of the......
Linkages to Other Units

• This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

Range of Variables

Provides guidelines on different situations and contexts

Evidence Guide

Shows the underpinning knowledge and skills needed for this unit

Provides guidelines for assessment

THE HOSPITALITY STANDARDS

The standards describe the skills and knowledge needed to work throughout the Hospitality industry. Individual units are combined to create a package of skills which suit the needs of the work situation.

HOW ARE THE STANDARDS ORGANISED AND CODED?

The following is an explanation of how the standards for the entire Hospitality industry are organised.

COMMON CORE

Competencies required by all people working in the Tourism & Hospitality Industry.

HOSPITALITY CORE

Competencies required by all people working in the Hospitality Industry.

HOSPITALITY FUNCTIONAL AREAS

Competencies required in functional areas of the Hospitality Industry

Units of competence may be selected according to the needs of a particular job.

COMMERCIAL COOKERY	COMMERCIAL CATERING	ASIAN COOKERY	PATISSERIE	FOOD & BEVERAGE	FRONT OFFICE	HOUSE KEEPING	SECURITY	GAMING

GENERAL UNITS

Competencies required by some people across all Hospitality Industry sectors

Units of competence may be selected according to the needs of a particular job

CUSTOMER SERVICE , SALES & MARKETING	HYGIENE, HEALTH, SAFETY & SECURITY	GENERAL ADMIN.	FINANCIAL ADMIN	COMPUTER TECHNOLOGY	TRAINING	LEADERSHIP

Hospitality Industry National Competency Standards
Endorsed 16 October 1997 to 16 October 2000
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WHAT ARE THE MAIN FEATURES OF COMPETENCY STANDARDS?

CODING

Each nationally endorsed unit of competence has been allocated a unit code. This national code consists of:-

➢ a national identifier for those Hospitality units reviewed and developed as part of the Hospitality Training Package "THH".
➢ common core unit identifier for Tourism and Hospitality "COR".
➢ hospitality core unit identifier "HCO".
➢ stream/functional area identifier. For example G - Gaming, H - Housekeeping, FB - Food and Beverage etc.
➢ general unit identifier "G".
➢ a version descriptor. The first version descriptor for all recently reviewed and developed units of competence is "A". As revisions are undertaken and units of competence are updated, the version identifier will change to B, C, D etc to reflect the changes.

Example:-

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	COR01	A	Work With Colleagues and Customers
THH	HCO01	A	Develop and Update Hospitality Industry Knowledge
THH	BKA01	A	Organise and Prepare food
THH	BCC01	A	Use Basic Methods of Cookery
THH	BCAT01	A	Prepare Food According to Specific Dietary & Cultural Needs
THH	BPAT01	A	Prepare and Produce Pastries
THH	BFB01a	A	Clean Tidy Bar Areas
THH	BG01	A	Operate A Gaming Location
THH	BFO01	A	Receive and Process Reservations
THH	BH01	A	Provide Housekeeping Services to Guests
THH	BHTS01	A	Maintain Security of Premises and Property
THH	GCS01	A	Develop and Update Local Knowledge
THH	GHS01	A	Follow Workplace Hygiene Procedures
THH	GGA01	A	Communicate on the Telephone
THH	GFA01	A	Process Financial Transactions
THH	GCT01	A	Access & retrieve Computer Data
THH	GTR01	A	Coach other in Job Skills
THH	GLE01	A	Monitor Workplace Operations

Please note that an individual unit of competence does not have a formal level. It is only when units are packaged together in a qualification that a level is decided.

ARE THERE ANY TIPS ON USING THE STANDARDS?

Here are a few pointers to use to help you in using the standards:-

➢ The standards are statements about what people need to be **able to do** in the workplace - they are not designed to cover the details of training that may be needed for people to acquire the skills.

➢ The standards are written to be general enough to apply to the range of situations in the hospitality industry. Therefore you will see statement like 'in accordance with enterprise procedure' or 'as appropriate to the work situation'. **The standards provide a guide which can then be taken and tailored to meet the needs of specific sectors and business.**

➢ Remember the standards must allow for flexible tailoring and targeting of training and assessment.

➢ When using the standards take advantage of all the information that is provided. Often the Range of Variables and Evidence guides will provide extra information to help you achieve the results you need.

➢ While individual units of competence define the skills and knowledge in a particular area of work, it is the combination of several units which creates a meaningful outcome in the workplace. All users are encouraged to mix, match and combine units to meet specific needs.

You will find further information and guidance on using competency standards and other elements of the Hospitality Training Package in the "USER GUIDE PROFESSIONAL DEVELOPMENT RESOURCE" produced by Tourism Training Australia. Contact your local Tourism Training office for details.

Unit THHBFO01A

Receive and Process Reservations

Unit Descriptor	This unit deals with the skills and knowledge required to make reservations. The selling focus for reservations staff is found in unit THHGCS02A Promote and Sell Products and Services.

Element	**Performance Criteria**
1 Receive reservation request	• Availability of requested reservation is correctly determined and politely advised to customer. • Alternatives are offered if the requested booking is not available including waitlist options. • Inquiries regarding costs and other product features are accurately answered.
2 Record details of reservation	• Customer profile/history is checked and information used to assist in making the reservation and to enhance customer service. • Customer details are accurately recorded in the booking. • Special requests are recorded clearly and accurately in accordance with enterprise requirements. • Payment details are accurately recorded. • Details are confirmed and agreed with the customer. • Reservation is completed and filed in a manner which ensures easy access and interpretation by others.
3 Update reservations	• Payments received are accurately recorded and processed in accordance with enterprise procedures. • Cancellations and alterations to reservations are accurately recorded in accordance with customer request and enterprise procedures.
4 Advise others on reservations details	• Appropriate departments and colleagues are advised on general and specific customer requirements and reservation details. • Relevant reservation statistics are compiled accurately on request.

Range of Variables

- This unit applies to all tourism and hospitality sectors where reservations for services are received.

- Reservations systems may be manual or computerised including Central Reservation Systems.

- Customers may be:
    - industry customers
    - end users of the service.

- Reservations may be made by:
    - phone
    - facsimile
    - mail
    - face to face
    - internet.

- Reservations may be for:
    - individuals
    - groups
    - VIP's
    - conference delegates.

- General and specific customer requirements/reservation details may include, but are not limited to:
    - special requests
    - timing details
    - special needs
    - payment arrangements
    - information of a style of customer eg. special interest group, VIP status etc.
    - details of other services being used.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - product knowledge as appropriate the specific industry sector
  - relationships between different sectors of the tourism industry in relation to reservations and bookings
  - principles which underpin reservations procedures.

Context of Assessment:

- This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to make accurate reservations in accordance with established systems and procedures and within enterprise acceptable timeframes. This should be supported by a demonstrated understanding of the different sources of reservations and the industry interrelationships that apply.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
  - THHBFO07A/THHAGGA01A Communicate on the Telephone
  - THHGCS02A Promote Products and Services to Customers.

- In non-computerised workplaces there is also a very strong link between this unit and THHBFO06A/THHGGA02A Perform Front Office Clerical Procedures/Perform Clerical Procedures. Depending upon the industry sector and workplace, combined training may also be appropriate.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	2
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	1

Unit THHBFO02/3A

Provide Accommodation Reception Services

Unit Descriptor	This unit deals with the skills and knowledge required to provide arrival and departure services to guests in commercial accommodation establishments.

Element | **Performance Criteria**

1   Prepare for guest arrival

- Reception area is prepared for service and all necessary equipment is checked prior to use.
- Daily arrival details are checked and reviewed prior to guest arrival.
- Rooms are allocated in accordance with guests' requirements and enterprise policy.
- Uncertain arrivals or reservations are followed up in accordance with enterprise procedures.
- Arrivals lists are accurately compiled and distributed to relevant departments.
- Colleagues and other departments are informed about special situations or requests in a timely manner.

2   Welcome and register guests

- Guests are welcomed warmly and courteously.
- Details of reservation are confirmed with guests.
- Registration procedures for guests with and without reservations are correctly followed and completed within acceptable timeframes and in accordance with enterprise security requirements.
- Accounting procedures are correctly followed.
- Details relating to room key, guest mail, messages and safety deposit facilities are clearly explained to guests.
- Where rooms are not immediately available or overbooking has occurred enterprise procedures are correctly followed and inconvenience to guests is minimised.
- Arrivals are monitored and checked against expected arrivals with deviations reported in accordance with enterprise procedures.

3	**Organise guest departure**	• Departure lists are reviewed and checked for accuracy.
		• Information on departing guests is sought from other departments to facilitate preparation of account.
		• Guest accounts are generated and checked for accuracy.
		• Guest accounts are clearly and courteously explained to guests, and accurately processed.
		• Keys are recovered from guests and correctly processed.
		• Guest requests for assistance with departure are courteously actioned or referred to the appropriate department for follow up.
		• Where appropriate, express checkouts are processed in accordance with enterprise procedures.
		• Where appropriate, procedures for group checkout are correctly followed and accounts processed in accordance with enterprise procedures.
4	**Prepare front office records and reports**	• Front office records are accurately updated and prepared within designated timelines.
		• Enterprise policies for room changes, no shows, extensions and early departures are correctly followed.
		• Reports and records are distributed to appropriate departments within designated timelines.

Range of Variables

- This unit applies to all establishments where accommodation is provided.

- Front Office systems may be manual or computerised.

- Arrivals and departure may be for:
    - individuals
    - groups.

- Front office records and reports may include but are not limited to:
    - occupancy reports
    - arrival and departure lists
    - lost and found information.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - check in and check out procedures for groups and individuals

  - typical documentation received and issued

  - range of front office reporting requirements

  - front office security systems

  - relationships between accommodation establishments and other sectors of the tourism industry in specific relation to their impact on front office operations.

Context of Assessment:

- This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to accurately and correctly follow guest arrival and departure procedures within enterprise acceptable timeframes.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
  - THHBFO04A/THHGFA02A Maintain Financial Records

  - THHBFO06A/THHGGA02A Perform Clerical Procedures

  - THHBFO07A/THHGGA01A Communicate On the Telephone

  - THHGCS01A Develop and Update Local Knowledge

  - THHBFO05A/THHGFA01A Process Financial Transactions.

- Depending upon the industry sector and workplace, combined training may also be appropriate.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	2
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	1

Unit THHBFO04A

Maintain Financial Records

Unit Descriptor	This unit deals with the skills and knowledge required to keep financial records. As such it focuses on basic bookkeeping skills. This unit equates to general skills unit THHGFA02A Maintain Financial Records.

Element	**Performance Criteria**
1 Make journal entries	• Correct journal is selected for intended entry. • Entries to journal are accurate and correctly located. • Journal entries are supported with explanation and cross referencing to support documentation. • Irregularities are noted and actioned for resolution within designated timelines. • Journal entries are correctly authorised. • Source documents are correctly filed.
2 Reconcile accounts	• Transaction documentation and account balances are accurately checked to ensure matching. • Discrepancies are identified, investigated or reported in accordance with level of individual responsibility. • Errors in documentation are rectified or reported. • Data is recorded on the nominated system within designated timelines.

Range of Variables

- This unit applies to all commercial accommodation establishments.

- Bookkeeping systems may be manual or computerised.

- Journal entries may relate to:
  - cash receipts
  - cash sales
  - petty cash
  - purchases journal
  - sales journal
  - return outwards journal
  - return inwards journal
  - bad debts journal
  - main, general journal
  - payroll journal.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - bookkeeping principles and terminology
  - typical record keeping systems as appropriate to front office.

Context of Assessment:

- This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to maintain accurate front office records within acceptable enterprise timeframes and in accordance with enterprise requirements. This should be supported by demonstrated understanding of bookkeeping principles. Evidence of accuracy should be collected on more than one occasion.

Linkages to Other Units:

- This unit has a strong link to other front office units especially:
  - THHBFO02A/3A Provide Accommodation Reception Services
  - THHBFO05A Process Financial Transactions
  - THHBFO08A Conduct Night Audit.

- Combined training and/or assessment is recommended.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	2
Solving Problems	1
Using Technology	2

Unit THHBFO05A

Process Financial Transactions

Unit Descriptor	This unit deals with the skills and knowledge required to process and balance financial transactions. This unit equates to general skills unit THHGFA01A Process Financial Transactions.

Element	**Performance Criteria**
1 Process receipts and payments	• Cash float is received and accurately checked using correct documentation. • Cash received is accurately checked and correct change is given. • Receipts are accurately prepared and issued when required. • Non cash transactions are processed in accordance with enterprise and financial institution procedures. • Transactions are correctly and promptly recorded. • When payments are required, documents are checked and cash is issued according to enterprise procedures. • All transactions are conducted in a manner which meets enterprise speed and customer service standards.
2 Remove takings from register/terminal	• Balancing procedures are performed at the designated times in accordance with enterprise policy. • Cash float is separated from takings prior to balancing procedure and secured in accordance with enterprise procedures. • Register/terminal reading or print out is accurately determined. • Cash and non cash documents are removed and transported in accordance with enterprise security procedures.
3 Reconcile takings	• Cash is accurately counted. • Non cash documents are accurately calculated. • Balance between register/terminal reading and sum of cash and non-cash transactions is accurately determined. • Takings are recorded in accordance with enterprise procedures.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Systems may be manual or computerised.

- Transactions may include but are not limited to:
  - credit cards
  - cheques
  - EFTPOS
  - deposits
  - advanced payments
  - vouchers
  - company charges
  - refunds
  - travellers cheques
  - foreign currency.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - basic numeracy skills
  - cash counting procedures
  - procedures for processing non cash transactions
  - security procedures for cash and other financial documentation.

Context of Assessment:

- This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to consistently conduct accurate and secure financial transactions within accepted enterprise timeframes.

Linkages to Other Units:

- This unit has a strong link to other front office units and their general skills equivalents especially:
  - THHBFO02A/3A Provide Accommodation Reception Services
  - THHBFO04A/THHGFA02A Maintain Financial Records
  - THHBFO08A/THHGFA03A Conduct Night Audit/Audit Financial Procedures.

- Combined training and/or assessment is recommended.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	2
Solving Problems	1
Using Technology	2

Unit THHBFO06A

Perform Clerical Procedures

Unit Descriptor	This unit deals with the skills and knowledge required to complete a range of routine office procedures. This unit equates to general skills unit THHGGA02A Perform Clerical Procedures.

Element	**Performance Criteria**
1 Process office documents	• Documents are processed in accordance with enterprise procedures within designated timelines. • Office equipment is correctly used to process documents. • Malfunctions of office equipment are promptly identified and rectified or reported in accordance with enterprise procedures.
2 Draft simple correspondence	• Text is written using clear and concise language. • Spelling, punctuation and grammar are correct. • Meaning of correspondence is understood by the recipient. • Information is checked for accuracy prior to sending.
3 Maintain document systems	• Documents are filed/stored in accordance with enterprise security procedures. • Reference and index systems are modified and updated in accordance with enterprise procedures.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Processing of documents may include but is not limited to:
    - recording receipt or sending of documents
    - mailing (including bulk mailing)
    - photocopying
    - faxing
    - e-mailing
    - collating
    - binding
    - banking.

- Office documents may include but are not limited to:
    - guest mail
    - customer records
    - incoming and outgoing correspondence
    - letters
    - facsimiles
    - memos
    - reports
    - menus
    - banquet orders
    - financial records
    - invoices
    - receipts.

- Office equipment may include but is not limited to:
    - photocopier
    - facsimile
    - paging equipment
    - calculator
    - audio-transcribing machine
    - telephone answering machines.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - range and capability of office equipment
  - written communication
  - layout and features of business documents
  - typical office procedures as appropriate to front office.

Context of Assessment:

- This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to process a range of front office documentation accurately and within enterprise acceptable timeframes. Written texts should be error free and easily understood.

Linkages to Other Units:

- This unit has a strong link to other front office units and their general skills equivalents especially:
  - THHBFO02A/3A Provide Accommodation Reception Services
  - THHBFO04A/THHGFA02A Maintain Financial Records
  - THHBFO08A/THHGFA03A Conduct Night Audit/Audit Financial Procedures.

- Combined training is recommended.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	1

Unit THHBFO07A

Communicate on the Telephone

Unit Descriptor	This unit deals with the skills and knowledge required to effectively communicate on the phone. This unit equates to general skills unit THHGGA01A Communicate on the Telephone.

Element	Performance Criteria
1 Respond to incoming telephone calls	• Calls are answered promptly, clearly and politely in accordance with enterprise standards. • Friendly assistance is offered to the caller and the purpose of the call is accurately established. • Details are repeated to caller to confirm understanding. • Callers inquiries are answered or transferred to the appropriate location/person. • Requests are accurately recorded and passed to the appropriate department/person for follow up. • Where appropriate, opportunities are taken to promote enterprise products and services. • Messages are accurately relayed to the nominated person within designated timelines. • Threatening or suspicious phone calls are promptly reported to the appropriate person in accordance with enterprise procedures.
2 Make telephone calls	• Telephone numbers are correctly obtained. • Purpose of the call is clearly established prior to calling. • Equipment is used correctly to establish contact. • Telephone manner is polite and courteous at all times.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - knowledge of specific telephone system operation
  - knowledge of enterprise products and services
  - oral communication skills.

Context of Assessment:

- This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to correctly use telephone equipment and provide courteous and friendly telephone service. Clarity in oral communication is required.

Linkages to Other Units:

- This unit underpins effective performance in a range of other front office units. It is recommended that this unit is assessed/trained in conjunction with those units.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	2
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	1

Unit THHBFO08A
Conduct Night Audit

Unit Descriptor	This unit deals with the skills and knowledge required to audit financial procedures in a front office context. This unit equates to general skills unit THHGFA03A Audit Financial Procedures.

Element	**Performance Criteria**
1 Monitor financial procedures	• Transactions are checked in accordance with enterprise procedures. • Transactions are accurately balanced. • Balances prepared by others are checked in accordance with enterprise procedures. • Financial systems are implemented and controlled in accordance with enterprise procedures. • Systems are monitored and input provided to appropriate management on possible improvements. • Discrepancies are identified and resolved according to level of responsibility.
2 Complete financial reports	• Routine reports are accurately completed within designated timelines. • Reports are promptly forwarded to the appropriate person/department.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Transactions and financial/statistical reports may relate to:
  - daily, weekly, monthly transactions and reports
  - break up by department
  - occupancy
  - sales performance
  - commission earnings
  - sales returns
  - commercial account activity
  - foreign currency activities
  - all types of payment.

- Financial systems may include, but are not limited to systems for:
  - petty cash
  - floats
  - debtor control
  - banking procedures.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - typical financial control processes and procedures as they apply to front office operations
    - auditing and financial reporting processes (both internal and external)
    - importance of auditing and reporting processes in overall financial management of an establishment.

Context of Assessment:

- This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to accurately conduct a night audit and provide timely reports on financial procedures. Accuracy must be demonstrated on more than one occasion. This should be supported by a demonstrated understanding of how the auditing process impacts on overall financial management.

Linkages to Other Units:

- There is a very strong link between this unit and the following units:
    - THHBFO02A/3A Provide Accommodation Reception Services
    - THHBFO04A/THHGFA02A Maintain Financial Records.

- Combined training/assessment is recommended.

- There is also a link between this unit and the unit THHGFA04A Prepare Financial Statements.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	2
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	2
Solving Problems	1
Using Technology	1

Unit THHBFO09A

Provide Club Reception Services

Unit Descriptor	This unit deals with the skills and knowledge required to offer reception services within a licensed club environment. It is basically a customer service unit with underpinning knowledge about club procedures.

Element	Performance Criteria
1 **Provide information on the club services and process memberships**	• Club facilities and services are clearly explained to the public and members. • Membership and club rules are clearly, correctly and politely explained to the public and members. • Membership application forms are explained and applicants assisted in completing forms when required. • Correct membership badges/cards are issued Membership records are checked to verify membership.
2 **Monitor entry to club**	• Membership badges/cards are checked upon entry. • Guests are assisted with completion of "sign in" in accordance with government and enterprise requirements. • Members and guests are checked for compliance with dress and age regulations in accordance with enterprise policy. • Members and guests not in compliance with dress regulations are politely informed that entry is not permitted. • Disputes over entry to club are referred to security, supervisor or other relevant person according to enterprise policy.

Range of Variables

- This unit applies only to licensed clubs.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - knowledge of club and licensing laws in relation to entry requirements for customers and dress regulations.

Context of Assessment:

- This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated knowledge of club rules and the demonstrated ability to offer courteous and friendly service to guests.

Linkages to Other Units:

- This unit should be assessed alone or in conjunction with general customer service units.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	-
Solving Problems	1
Using Technology	1

Unit THHBFO10A
Provide Porter Services

Unit Descriptor	This unit deals with the skills and knowledge required to provide services associated with bell desk or concierge in a commercial accommodation establishment. Within small accommodation operations, these tasks may be carried out by reception or other staff.

Element	**Performance Criteria**
1 Handle guest arrivals and departures	• Expected daily arrivals are reviewed and special requests or major guest movements are noted and planned for. • Guests are welcomed promptly on arrival and directed to the appropriate area for registration. • Guests are assisted with luggage in accordance with enterprise procedures and safety requirements. • Guests are escorted to rooms where appropriate enterprise/room features are courteously shown and explained.
2 Handle guest luggage	• Guest luggage is picked up, safely transported and delivered to the correct location within appropriate timeframes. • Luggage storage system is correctly operated in accordance with enterprise procedures and security requirements. • Luggage is accurately marked and stored to allow for easy retrieval. • Luggage is correctly located within the storage system.
3 Respond to request for bell desk services	• Bell desk services are provided promptly in accordance with enterprise, security and safety requirements. • Liaison with colleagues in other departments is undertaken where appropriate to ensure effective response to bell desk requests.

Range of Variables

- This unit applies to most establishments where accommodation is provided.

- Bell desk services may include but are not limited to:
  - mail
  - wake-up call
  - messages
  - organisation of transport
  - luggage pick up
  - paging of guests
  - preparation of guest information directories.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - knowledge of range of typical bell desk services
  - safe lifting and bending
  - bell desk security procedures.

Context of Assessment:

- This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated knowledge of the range of services offered by the bell desk, and an ability to provide courteous and friendly service to guests. Evidence should also include a demonstrated ability to safely handle baggage.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
  - THHGCS01A Develop and Update Local Knowledge
  - THHBFO07A/THHGGA01A Communicate On The Telephone
  - THHBFO06A/THHGGA02A Perform Clerical Procedures.

- Depending upon the industry sector and workplace combined training may also be appropriate.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	2
Communicating Ideas and Information	2
Planning and Organising Activities	2
Working with Others and in Teams	2
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	1

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BACKGROUND AND ACKNOWLEDGMENTS

The Australian National Training Authority funded Tourism Training Australia to develop an integrated training package for the Hospitality industry. This training package builds upon the already comprehensive work completed over previous years in the development of standards, curriculum and resources.

The process of development has involved extensive research and consultation with industry and other relevant parties throughout Australia. Hospitality operators, associations, state training organisations and both public and private providers were represented on the National Industry Reference Group.

Tourism Training Australia would like to acknowledge the contribution of all those industry operators, associations, state training organisations, public and private providers and those within the Tourism Training Network who have assisted with Hospitality Training Package project.

INTRODUCTION TO COMPETENCY STANDARDS

An essential component of the Hospitality Training Package was the review of existing competency standards, and development of new competency standards. Subsequently following competency standards have emerged:-

- ➢ Common Core (Tourism/Hospitality)
- ➢ Hospitality Core
- ➢ Commercial Cookery (including Kitchen Attending)
- ➢ Food and Beverage
- ➢ Gaming
- ➢ Front Office
- ➢ Housekeeping
- ➢ Patisserie
- ➢ Commercial Catering
- ➢ Security
- ➢ General Units (covering a range of areas)

KEY PRINCIPLES

The following principles underpin all the competency standards:

- ➢ These competency standards define the skills and knowledge required to work in the hospitality industry. The standards are designed to provide a flexible framework which can be used by all hospitality enterprises regardless of location or business size.

- ➢ To be meaningful and valuable, training and/or assessment based on these standards must be tailored to meet the specific needs of industry sectors, individuals and different cultural groups.

- ➢ The standards recognise the need to balance the commercial viability of hospitality and tourism operations with the need for culturally and environmentally appropriate practices.

WHAT ARE COMPETENCY STANDARDS?

Competency Standards are statements about the skills and knowledge that people need to perform their jobs to the required industry standards.

They are nationally agreed benchmarks for effective performance in the hospitality and tourism industry.

WHAT ARE COMPETENCY STANDARDS USED FOR?

Competency Standards are the key elements in ensuring that all training meets the real needs of industry. However, they can also be used for much more than training. They can form the basis for a complete and integrated human resource system.

The standards can be used for:

➢ compiling job descriptions and organising work structures

➢ recruitment

➢ determining training needs

➢ developing training and training resources/materials

➢ appraisals and skills assessment

➢ linkages between skills and industrial awards

HOW ARE THEY DEVELOPED?

Competency Standards are developed by the industry through an extensive process of research and consultation. Tourism Training Australia co-ordinated this process. Consultation was undertaken Australia wide using the Tourism Training State/Territory network. It involved wide circulation of standards with feedback obtained through a range of methods including focus groups, questionnaires and interviews.

Standards for the Hospitality industry have existed for several years. The development of the competency standards under the Hospitality Training Package, has been based on a review of existing work. It has also included technical update of the standards with the addition of more comprehensive Evidence Guides and Range of Variable statements.

Hospitality Industry National Competency Standards
Endorsed 16 October 1997 to 16 October 2000
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WHAT DO COMPETENCY STANDARDS LOOK LIKE?

UNIT CODE: ***THHCOR3A***

<u>FOLLOW HEALTH SAFETY AND SECURITY PROCEDURES</u>

Unit Descriptor	This unit deals with the skills and knowledge required to follow health, safety and security procedures. This unit applies to all individuals working in tourism and hospitality. It does not cover hygiene or first aid which are found in separate units.

Unit Code - Indicates the unit level

Unit Title - Statement of what you do in the workplace

Unit Descriptor

Provides additional general information about the unit

Element	Performance Criteria
1 **Follow workplace procedures on health, safety and security**	• Health, safety and security procedures are correctly followed in accordance with enterprise policy and relevant legislation and insurance requirements. • Breaches of health, safety and security procedures are identified and promptly reported........
2 **Deal with emergency situations**	• Emergency and potential emergency situations are promptly recognised and required action is determined and taken with scope of individual responsibility. • Emergency procedures are correctly followed in accordance with enterprise procedures........

3 **Maintain safe personal presentation standards**	• Personal presentation takes account of the workplace environment and hygiene and safety issues including:
	  • Appropriate personal grooming and hygiene
	  • Appropriate clothing and footwear

4 **Provide feedback on health, safety and security**	• Issues requiring attention are promptly identified • Issues are raised with the designated person in accordance with enterprise and legislative requirements

Elements

The building blocks which make up the unit

Performance Criteria

The level of performance that is required for each element. These are used as the tools for assessment

<u>*Range of Variables*</u>
* This unit applies to all hospitality and tourism sectors:
* Health, Safety and Security procedures may include but are not limited to procedures for:
    * Fire prevention
    * Evacuation procedures
    * Safe sitting, lifting and handling

Range of Variables

Provides guidelines on different situations and contexts

<u>*Evidence Guide*</u>
<u>*Underpinning Skills and Knowledge*</u>
* To demonstrate competence, evidence of skills and knowledge in the following is required:
    * Industry / sector insurance and liability requirements....

<u>*Context of Assessment*</u>
* This unit may be assessed on or off the job. Assessment should include........

<u>*Critical Aspects of Assessment*</u>
* Evidence should include a demonstrated understanding of the importance of working in accordance with health, safety and security procedures, and of the......

<u>*Linkages to Other Units*</u>

* This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

Evidence Guide

Shows the underpinning knowledge and skills needed for this unit

Provides guidelines for assessment

THE HOSPITALITY STANDARDS

The standards describe the skills and knowledge needed to work throughout the Hospitality industry. Individual units are combined to create a package of skills which suit the needs of the work situation.

HOW ARE THE STANDARDS ORGANISED AND CODED?

The following is an explanation of how the standards for the entire Hospitality industry are organised.

COMMON CORE
Competencies required by all people working in the Tourism & Hospitality Industry.

HOSPITALITY CORE
Competencies required by all people working in the Hospitality Industry.

HOSPITALITY FUNCTIONAL AREAS

Competencies required in functional areas of the Hospitality Industry

Units of competence may be selected according to the needs of a particular job.

COMMERCIAL COOKERY	COMMERCIAL CATERING	ASIAN COOKERY	PATISSERIE	FOOD & BEVERAGE	FRONT OFFICE	HOUSE KEEPING	SECURITY	GAMING

GENERAL UNITS

Competencies required by some people across all Hospitality Industry sectors

Units of competence may be selected according to the needs of a particular job

CUSTOMER SERVICE , SALES & MARKETING	HYGIENE, HEALTH, SAFETY & SECURITY	GENERAL ADMIN.	FINANCIAL ADMIN	COMPUTER TECHNOLOGY	TRAINING	LEADERSHIP

WHAT ARE THE MAIN FEATURES OF COMPETENCY STANDARDS?

CODING

Each nationally endorsed unit of competence has been allocated a unit code. This national code consists of:-

➢ a national identifier for those Hospitality units reviewed and developed as part of the Hospitality Training Package "THH".

➢ common core unit identifier for Tourism and Hospitality "COR".

➢ hospitality core unit identifier "HCO".

➢ stream/functional area identifier. For example G - Gaming, H - Housekeeping, FB - Food and Beverage etc.

➢ general unit identifier "G".

➢ a version descriptor. The first version descriptor for all recently reviewed and developed units of competence is "A". As revisions are undertaken and units of competence are updated, the version identifier will change to B, C, D etc to reflect the changes.

Example:-

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	COR01	A	Work With Colleagues and Customers
THH	HCO01	A	Develop and Update Hospitality Industry Knowledge
THH	BKA01	A	Organise and Prepare food
THH	BCC01	A	Use Basic Methods of Cookery
THH	BCAT01	A	Prepare Food According to Specific Dietary & Cultural Needs
THH	BPAT01	A	Prepare and Produce Pastries
THH	BFB01a	A	Clean Tidy Bar Areas
THH	BG01	A	Operate A Gaming Location
THH	BFO01	A	Receive and Process Reservations
THH	BH01	A	Provide Housekeeping Services to Guests
THH	BHTS01	A	Maintain Security of Premises and Property
THH	GCS01	A	Develop and Update Local Knowledge
THH	GHS01	A	Follow Workplace Hygiene Procedures
THH	GGA01	A	Communicate on the Telephone
THH	GFA01	A	Process Financial Transactions
THH	GCT01	A	Access & retrieve Computer Data
THH	GTR01	A	Coach other in Job Skills
THH	GLE01	A	Monitor Workplace Operations

Please note that an individual unit of competence does not have a formal level. It is only when units are packaged together in a qualification that a level is decided.

ARE THERE ANY TIPS ON USING THE STANDARDS?

Here are a few pointers to use to help you in using the standards:-

➢ The standards are statements about what people need to be **able to do** in the workplace - they are not designed to cover the details of training that may be needed for people to acquire the skills.

➢ The standards are written to be general enough to apply to the range of situations in the hospitality industry. Therefore you will see statement like 'in accordance with enterprise procedure' or 'as appropriate to the work situation'. **The standards provide a guide which can then be taken and tailored to meet the needs of specific sectors and business.**

➢ Remember the standards must allow for flexible tailoring and targeting of training and assessment.

➢ When using the standards take advantage of all the information that is provided. Often the Range of Variables and Evidence guides will provide extra information to help you achieve the results you need.

➢ While individual units of competence define the skills and knowledge in a particular area of work, it is the combination of several units which creates a meaningful outcome in the workplace. All users are encouraged to mix, match and combine units to meet specific needs.

You will find further information and guidance on using competency standards and other elements of the Hospitality Training Package in the "USER GUIDE PROFESSIONAL DEVELOPMENT RESOURCE" produced by Tourism Training Australia. Contact your local Tourism Training office for details.

Unit THHBG01A

Operate a Gaming Location

Unit Descriptor	This unit deals with the skills and knowledge required to conduct day to day operations in a gaming location.

Element	**Performance Criteria**

1 Advise customers on games and gaming activities	• Customers are accurately advised on basic player rules and conditions.
	• Players are advised on the following as appropriate in accordance with the relevant rules and regulations:
	  • the correct compilation of bet tickets for the various bet types
	  • completion and lodgement of entry forms and bets
	  • display of results
	  • collection of payments and winnings
	  • promotional materials for games.
	• Artwork and machine operations are correctly and courteously interpreted and explained to customers.

2 Operate and maintain gaming machines	• Machines are correctly operated according to their design function. • Machines are cleared and refilled in accordance with enterprise and government regulations. • Machine faults are promptly and correctly identified. • Simple machine repairs are made with minimum disruption to players in accordance with manufacturer's instructions, and to the level authorised by legislation and enterprise practices. • Unserviceable machines are promptly put "out of order" and reported in accordance with enterprise practices.
3 Monitor security of gaming areas	• Players and onlookers are observed and unusual practices are accurately noted and promptly reported. • Machine security checks are carried out in accordance with enterprise procedures. • Breakdown in security functions are identified, and reported to appropriate persons in accordance with enterprise practices and legislative requirements. • Voucher/gaming machine record books are kept secure at all times. • Where appropriate, barring procedures are correctly followed in accordance with enterprise policy.

4	**Make gaming machine payouts**	• Payout claims are accurately verified. • Payout is accurately recorded in accordance with enterprise procedure. • Identification of players is checked, where required, in accordance with enterprise and government regulations prior to payouts. • Situations where payouts should be withheld are accurately identified and referred to the appropriate person in accordance with enterprise and government regulations. • Winnings are accurately paid to the player and witnessed in accordance with enterprise and government policy. • Machines are validated and returned to service promptly where appropriate. • Payout summaries are accurately completed and balanced with cash and machine readings. • Payout disputes are handled in accordance with enterprise policies and customer service standards.
5	**Operate and maintain coin dispensing equipment**	• Machines are correctly operated according to their design function. • Coins are correctly dispensed and received/weighed in accordance with enterprise procedures. • Machine faults are promptly and correctly identified and repaired or reported in accordance with individual scope of responsibility.

Range of Variables

- This unit applies to all establishment where gaming operations are conducted.

- Gaming machines may include but are not limited to:
  - poker machines
  - approved Amusement Devices
  - slot machines
  - auxiliary gaming machine equipment such as coin dispensing equipment
  - stand alone games
  - linked machines.

- This unit applies to all header systems including but not limited to:
  - tabaret
  - tattersals
  - EDT
  - data retrieval and promotional systems including Computer Game, Dacom, Turbo-Bonus, EDT and Player Tracking, government monitoring systems.

- Games and gaming activities for which advice may be given include:
  - gaming machines
  - Totalisor Agency Board (TAB)
  - Keno
  - bingo
  - calcuttas and sweepstakes
  - lotteries
  - miscellaneous games of chance.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - awareness of potential social impacts of gambling and its impact on gaming operations
    - basic requirements of relevant State/Territory legislation including:
        - requirement for responsible provision of gaming services including procedures for barring of problem gamblers
        - general licence requirements
        - licensing of repairers, service consultants and machine managers
        - general accounting requirements
        - fees, taxes and levies
    - types, parts and basic functions of gaming machines, including:
        - credit and currency systems
        - menus and display screens and associated functions
        - data retrieval systems
    - enterprise security and safety procedures for gaming machines.

Context of Assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated gaming environment where gaming machine and equipment are provided. This should be supported by assessment of underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to combine the technical skills required to work in a gaming location with customer service ability. Knowledge of issues relating to the responsible provision of gaming services should be demonstrated. Particular attention should be paid to security issues.

Linkages to Other Units:

- This unit should be assessed with or after the following unit:
    - THHGFA01A Process Financial Transactions.

- There is a strong link between this unit and other gaming units. Depending upon the industry sector and workplace combined training/assessment may be appropriate.

Key Competencies in this Unit	Level
Collecting, Organising And Analysing Information	2
Communicating Ideas and Information	2
Planning and Organising Activities	2
Working with Others and in Teams	2
Using Mathematical Ideas and Techniques	2
Solving Problems	2
Using Technology	2

Unit THHBG02A

Operate a TAB Outlet

Unit Descriptor	This unit deals with the skills and knowledge required to conduct day to day operations within a TAB outlet.

Element	Performance Criteria
1 Set up a TAB outlet	- Machines are turned on and logged on. - Messages are extracted from machines and actioned. - Prior to opening, TAB race lists are posted for customers in accordance with TAB guidelines. - Ticket bins are stocked. - Form guides are displayed. - Odds monitors are loaded with the day's/night's meetings. - Austext/Teletext facilities are set up ensuring pages and sub pages are correctly displayed on a number of television sets.
2 Advise customers on TAB operations and regulations	- Customers are correctly advised on TAB procedures and regarding: - the correct compilation of bet tickets for the various bet types - lodgement of forms - display of race and results - collection of winnings.
3 Operate the TAB betting machine	- TAB operations and administration manuals are correctly followed for: - paying and selling - cancellations and late cancellations - exchange of tickets - copy of tickets - reporting of lost and damaged tickets. - Error messages are correctly interpreted and action taken to rectify errors.
4 Monitor daily racing activities	- Information on daily racing activities is obtained through appropriate sources including: - television monitors - TAB terminal messages - information dispatched by TAB. - Wall lists are promptly updated as new information is received.

5	**Clean and maintain TAB equipment**	• Machines are cleaned in accordance with TAB instructions and guidelines.
		• Simple machine repairs are made with minimum disruption to punters and in accordance with TAB specifications.
		• Unserviceable machines are promptly reported to the TAB and follow up action is taken to ensure breakdown is rectified.

Range of Variables

- This unit applies to all establishments which operate a TAB outlet.

- TAB refers to Totalisor Agency Board operations.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - basic rules and regulations of TAB
  - compilation of various bet types
  - machine maintenance and cleaning
  - setting up an outlet
  - operation of a terminal
  - error recovery
  - accounting procedures
  - operation of Austext/Teletext
  - security procedures.

Context of Assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated TAB environment where TAB equipment is provided. This should be supported by assessment of underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to operate a TAB outlet in accordance with TAB procedures.

Linkages to Other Units:

- This unit should be assessed alone.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	2
Communicating Ideas and Information	2
Planning and Organising Activities	2
Working with Others and in Teams	2
Using Mathematical Ideas and Techniques	2
Solving Problems	2
Using Technology	2

Unit THHBG03A

Conduct A Keno Game

Unit Descriptor	This unit deals with the skills and knowledge required to conduct a Keno game.

Element | **Performance Criteria**

1 Advise customers on features of Keno

- Players are advised on the operation of the game including:
  - completion of entry forms
  - verbal entries
  - lodgement of forms
  - bet types
  - prize schedules
  - player rules and conditions/limits
  - display of winning numbers
  - collection of payments.
- Customers are advised on Keno promotions where appropriate.

2 Process bet types

- Verbal and standard entry bet types are correctly identified.
- Bet types are processed in accordance with designated procedures.

3 Pay out prizes

- Cash and cheque payouts are processed according to pre-set limits.
- Cash and cheque transactions are performed in accordance with agency and system limits.
- Large payouts, bets, cash-ins/cash-outs are referred to the appropriate person.

4 Cancel tickets

- Tickets are cancelled through the card reader, by serial number, or, when not available, through arranging a claim for cancellation through appropriate measures according to enterprise procedures.
- Tickets are reissued where required.

5	**Operate General Functions**	• General Functions are considered and used when necessary according to authorised limitations, to assist the operator in the following:

    • cash high/cash low
    • disputes
    • signing on/signing off
    • balancing
    • maintenance.

• Authorisation is sought from the appropriate person where required.

6	**Clean and maintain terminals**	• Card readers are cleaned regularly. • New rolls and ribbons are correctly changed. • Maintenance problems are promptly identified and appropriate measures are taken.

7	**Monitor security of Keno operations**	• Keno rules are accurately followed. • The terminal disable function is used when appropriate. • Where appropriate, the Keno Hotline is called for assistance. • Players and on lookers are observed and usual practices are accurately noted and promptly reported.

Range of Variables

- This unit applies to all operators of Keno using the on-line Terminal.

- General Functions include options to assist the operator in administrative and functional procedures, and may include but are not limited to:
  - previous game transactions
  - balancing procedures
  - cash high/cash low.

- Limitations and responsibilities of operators with regard to Keno operations and General Functions are determined by individual enterprise policies.

- Appropriate measures to be taken in cases of cancellation of tickets and maintenance problems include calling the Keno Hotline where applicable, or the normal enterprise procedures.

- Maintenance may include but is not limited to:
  - checking paper feed
  - resetting card reader.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - general understanding of the gaming sector of the hospitality industry
    - overview requirements of legislation which applies to Keno games:
        - general license requirements
        - licensing of repairers, service consultants and machine managers
        - general accounting requirements
        - fees, taxes and levies
    - player rules of Keno/lotteries
    - Keno operations and functions.

Context of Assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where Keno equipment is provided. This should be supported by assessment of underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated understanding of Keno operations and the ability to operate Keno equipment within enterprise acceptable timeframe.

Linkages to Other Units:

- There is a strong link between this unit and the following unit:
    - THHGFA01A Process Financial Transactions
    - Depending upon the industry sector and workplace combined training/assessment may be appropriate.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	2
Communicating Ideas and Information	2
Planning and Organising Activities	2
Working with Others and in Teams	2
Using Mathematical Ideas and Techniques	2
Solving Problems	2
Using Technology	2

Unit THHADG01A

Analyse and Report on Gaming Machine Data

Unit Descriptor	This unit deals with the skills and knowledge required to analyse and report on gaming machine operations.

Element	Performance Criteria
1 Obtain gaming machine data	• Data is obtained in accordance with enterprise procedures and legislative requirements. • Data is recorded using the correct methods and terminology.

2 Analyse data	• Data is analysed in accordance with enterprise procedures and legislative requirements.
	 • Cashflow analysis is performed according to the correct mathematical equation including:
	  • turnover
	  • actual coin in.
	 • Variances are evaluated and possible causes are identified in accordance with legislative requirements and enterprise procedures.

3 Prepare reports	• Reports are accurately prepared and presented to the appropriate person in accordance with enterprise standards and legislative requirements.

Range of Variables

- This unit applies to all establishments where gaming operations are conducted.

- It applies to functional operation and analytical functions of gaming machines at a workplace level.

- Data retrieval systems could be:
  - manual

  - electronic

  - accounting (header and venue specific types)

  - promotional

  - security.

- Data may include but is not limited to:
  - gross results of a gaming machine's operation

  - operational data of a gaming machine

  - cashflow.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - progressive systems, including:
        - stand alone progressive machines
        - bonus (random) link systems
        - progressive/stand alone jackpots systems where appropriate
        - inter-venue progressive jackpot link systems
        - mathematical design and reconciliation of all link systems
        - working knowledge of a computerised gaming machine program.

Context of Assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where gaming equipment is provided. This should be supported by assessment of underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to accurately analyse and report on gaming machine data for a range of different games as appropriate to industry sector and workplace.

Linkages to Other Units:

- This unit should be assessed with or after:
    - THHBG01A Operate a Gaming Location
    - THHGFA01A Process Financial Transactions.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	2
Communicating Ideas and Information	2
Planning and Organising Activities	2
Working with Others and in Teams	2
Using Mathematical Ideas and Techniques	2
Solving Problems	2
Using Technology	2

Unit THHADG03A

Provide Responsible Gaming Services

Unit Descriptor	This unit deals with the skills and knowledge required to identify problem gamblers and offer assistance and advice to those customers. This unit is appropriate for senior staff members.

Element	**Performance Criteria**

1 Identify and assist potential problem gamblers	• Customers with potential gambling problems are identified based on accepted indicators including:
	  • seeking of credit
	  • distressed behaviour
	  • self request
	  • voluntary disclosure of problem.
	• Discussion on gambling problems is conducted with the agreement of the customer, discreetly and in private surroundings.
	• Customer is informed of available support services and procedures for referral to counselling assistance.
	• Appropriate support materials are provided to the customer.

2 Provide assistance to family and friends	• Sources of assistance for the potential problem gambler are clearly and sensitively explained to family members or friends. • Process and procedures for referral to counselling agency is correctly and sensitively described to family members or friends. • Privacy of the customer and the family member is respected.
3 Bar problem gamblers	• Formal procedures for barring a customer from gambling are correctly followed. • Process and consequences of the barring procedure are clearly and courteously explained to the customer. • Procedures to be followed if bar is broken are clearly and courteously explained. • Barring interview is conducted discreetly and sensitively. • Appropriate liaison is undertaken with security personnel.

Range of Variables

- This unit applies to all establishments where gaming activities are offered.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - requirements of relevant state/territory legislation in specific relation to responsible gaming practices
  - knowledge of reasons for and social impacts of gambling problems
  - counselling techniques.

Context of Assessment:

- This unit must be assessed through practical demonstration in the workplace or through a simulation. This should be supported by assessment of underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated understanding of the relevant State/Territory legislation in relation to responsible gaming practices plus an understanding of the reasons for and social impacts of gambling problems. It should also include a demonstrated ability to communicate effectively with potential problem gamblers, provide counselling support and follow correct procedures in relation to barring of customers.

Linkages to Other Units:

- There is a very strong relationship between this unit and all other gaming units. Depending upon the industry sector and workplace combined training/assessment may be appropriate.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	3
Planning and Organising Activities	1
Working with Others and in Teams	2
Using Mathematical Ideas and Techniques	-
Solving Problems	3
Using Technology	-

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BACKGROUND AND ACKNOWLEDGMENTS

The Australian National Training Authority funded Tourism Training Australia to develop an integrated training package for the Hospitality industry. This training package builds upon the already comprehensive work completed over previous years in the development of standards, curriculum and resources.

The process of development has involved extensive research and consultation with industry and other relevant parties throughout Australia. Hospitality operators, associations, state training organisations and both public and private providers were represented on the National Industry Reference Group.

Tourism Training Australia would like to acknowledge the contribution of all those industry operators, associations, state training organisations, public and private providers and those within the Tourism Training Network who have assisted with Hospitality Training Package project.

INTRODUCTION TO COMPETENCY STANDARDS

An essential component of the Hospitality Training Package was the review of existing competency standards, and development of new competency standards. Subsequently following competency standards have emerged:-
  ➢ Common Core (Tourism/Hospitality)
  ➢ Hospitality Core
  ➢ Commercial Cookery (including Kitchen Attending)
  ➢ Food and Beverage
  ➢ Gaming
  ➢ Front Office
  ➢ Housekeeping
  ➢ Patisserie
  ➢ Commercial Catering
  ➢ Security
  ➢ General Units (covering a range of areas)

KEY PRINCIPLES

The following principles underpin all the competency standards:
➢ These competency standards define the skills and knowledge required to work in the hospitality industry. The standards are designed to provide a flexible framework which can be used by all hospitality enterprises regardless of location or business size.

➢ To be meaningful and valuable, training and/or assessment based on these standards must be tailored to meet the specific needs of industry sectors, individuals and different cultural groups.

➢ The standards recognise the need to balance the commercial viability of hospitality and tourism operations with the need for culturally and environmentally appropriate practices.

WHAT ARE COMPETENCY STANDARDS?

Competency Standards are statements about the skills and knowledge that people need to perform their jobs to the required industry standards.

They are nationally agreed benchmarks for effective performance in the hospitality and tourism industry.

WHAT ARE COMPETENCY STANDARDS USED FOR?

Competency Standards are the key elements in ensuring that all training meets the real needs of industry. However, they can also be used for much more than training. They can form the basis for a complete and integrated human resource system.

The standards can be used for:
➢ compiling job descriptions and organising work structures
➢ recruitment
➢ determining training needs
➢ developing training and training resources/materials
➢ appraisals and skills assessment
➢ linkages between skills and industrial awards

HOW ARE THEY DEVELOPED?

Competency Standards are developed by the industry through an extensive process of research and consultation. Tourism Training Australia co-ordinated this process. Consultation was undertaken Australia wide using the Tourism Training State/Territory network. It involved wide circulation of standards with feedback obtained through a range of methods including focus groups, questionnaires and interviews.

Standards for the Hospitality industry have existed for several years. The development of the competency standards under the Hospitality Training Package, has been based on a review of existing work. It has also included technical update of the standards with the addition of more comprehensive Evidence Guides and Range of Variable statements.

WHAT DO COMPETENCY STANDARDS LOOK LIKE?

UNIT CODE: *THHCOR3A*

FOLLOW HEALTH SAFETY AND SECURITY PROCEDURES

Unit Descriptor   This unit deals with the skills and knowledge required to follow health, safety and security procedures. This unit applies to all individuals working in tourism and hospitality. It does not cover hygiene or first aid which are found in separate units.

Unit Code - Indicates the unit level

Unit Title - Statement of what you do in the workplace

Unit Descriptor Provides additional general information about the unit

Element	Performance Criteria
1 **Follow workplace procedures on health, safety and security**	• Health, safety and security procedures are correctly followed in accordance with enterprise policy and relevant legislation and insurance requirements. • Breaches of health, safety and security procedures are identified and promptly reported........
2 **Deal with emergency situations**	• Emergency and potential emergency situations are promptly recognised and required action is determined and taken with scope of individual responsibility. • Emergency procedures are correctly followed in accordance with enterprise procedures........
3 **Maintain safe personal presentation standards**	• Personal presentation takes account of the workplace environment and hygiene and safety issues including: • Appropriate personal grooming and hygiene • Appropriate clothing and footwear
4 **Provide feedback on health, safety and security**	• Issues requiring attention are promptly identified • Issues are raised with the designated person in accordance with enterprise and legislative requirements

Elements The building blocks which make up the unit

Performance Criteria The level of performance that is required for each element. These are used as the tools for assessment

Range of Variables
• This unit applies to all hospitality and tourism sectors:
• Health, Safety and Security procedures may include but are not limited to procedures for:
  • Fire prevention
  • Evacuation procedures
  • Safe sitting, lifting and handling

Evidence Guide
Underpinning Skills and Knowledge
• To demonstrate competence, evidence of skills and knowledge in the following is required:
  • Industry / sector insurance and liability requirements....
Context of Assessment
• This unit may be assessed on or off the job. Assessment should include........
Critical Aspects of Assessment
• Evidence should include a demonstrated understanding of the importance of working in accordance with health, safety and security procedures, and of the......
Linkages to Other Units
• This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

Range of Variables Provides guidelines on different situations and contexts

Evidence Guide Shows the underpinning knowledge and skills needed for this unit Provides guidelines for assessment

THE HOSPITALITY STANDARDS

The standards describe the skills and knowledge needed to work throughout the Hospitality industry. Individual units are combined to create a package of skills which suit the needs of the work situation.

HOW ARE THE STANDARDS ORGANISED AND CODED?

The following is an explanation of how the standards for the entire Hospitality industry are organised.

COMMON CORE
Competencies required by all people working in the Tourism & Hospitality Industry.

HOSPITALITY CORE
Competencies required by all people working in the Hospitality Industry.

HOSPITALITY FUNCTIONAL AREAS
Competencies required in functional areas of the Hospitality Industry
Units of competence may be selected according to the needs of a particular job.

COMMERCIAL COOKERY	COMMERCIAL CATERING	ASIAN COOKERY	PATISSERIE	FOOD & BEVERAGE	FRONT OFFICE	HOUSE KEEPING	SECURITY	GAMING

GENERAL UNITS
Competencies required by some people across all Hospitality Industry sectors
Units of competence may be selected according to the needs of a particular job

CUSTOMER SERVICE , SALES & MARKETING	HYGIENE, HEALTH, SAFETY & SECURITY	GENERAL ADMIN.	FINANCIAL ADMIN	COMPUTER TECHNOLOGY	TRAINING	LEADERSHIP

WHAT ARE THE MAIN FEATURES OF COMPETENCY STANDARDS?

CODING

Each nationally endorsed unit of competence has been allocated a unit code. This national code consists of:-

➢ a national identifier for those Hospitality units reviewed and developed as part of the Hospitality Training Package "THH".
➢ common core unit identifier for Tourism and Hospitality "COR".
➢ hospitality core unit identifier "HCO".
➢ stream/functional area identifier. For example G - Gaming, H - Housekeeping, FB - Food and Beverage etc.
➢ general unit identifier "G".
➢ a version descriptor. The first version descriptor for all recently reviewed and developed units of competence is "A". As revisions are undertaken and units of competence are updated, the version identifier will change to B, C, D etc to reflect the changes.

Example:-

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	COR01	A	Work With Colleagues and Customers
THH	HCO01	A	Develop and Update Hospitality Industry Knowledge
THH	BKA01	A	Organise and Prepare food
THH	BCC01	A	Use Basic Methods of Cookery
THH	BCAT01	A	Prepare Food According to Specific Dietary & Cultural Needs
THH	BPAT01	A	Prepare and Produce Pastries
THH	BFB01a	A	Clean Tidy Bar Areas
THH	BG01	A	Operate A Gaming Location
THH	BFO01	A	Receive and Process Reservations
THH	BH01	A	Provide Housekeeping Services to Guests
THH	BHTS01	A	Maintain Security of Premises and Property
THH	GCS01	A	Develop and Update Local Knowledge
THH	GHS01	A	Follow Workplace Hygiene Procedures
THH	GGA01	A	Communicate on the Telephone
THH	GFA01	A	Process Financial Transactions
THH	GCT01	A	Access & retrieve Computer Data
THH	GTR01	A	Coach other in Job Skills
THH	GLE01	A	Monitor Workplace Operations

Please note that an individual unit of competence does not have a formal level. It is only when units are packaged together in a qualification that a level is decided.

ARE THERE ANY TIPS ON USING THE STANDARDS?

Here are a few pointers to use to help you in using the standards:-

➢ The standards are statements about what people need to be **able to do** in the workplace - they are not designed to cover the details of training that may be needed for people to acquire the skills.

➢ The standards are written to be general enough to apply to the range of situations in the hospitality industry. Therefore you will see statement like 'in accordance with enterprise procedure' or 'as appropriate to the work situation'. **The standards provide a guide which can then be taken and tailored to meet the needs of specific sectors and business.**

➢ Remember the standards must allow for flexible tailoring and targeting of training and assessment.

➢ When using the standards take advantage of all the information that is provided. Often the Range of Variables and Evidence guides will provide extra information to help you achieve the results you need.

➢ While individual units of competence define the skills and knowledge in a particular area of work, it is the combination of several units which creates a meaningful outcome in the workplace. All users are encouraged to mix, match and combine units to meet specific needs.

You will find further information and guidance on using competency standards and other elements of the Hospitality Training Package in the "USER GUIDE PROFESSIONAL DEVELOPMENT RESOURCE" produced by Tourism Training Australia. Contact your local Tourism Training office for details.

Unit THHHCO01A

Develop and Update Hospitality Industry Knowledge

Unit Descriptor	This unit deals with the skills and knowledge required to access, increase and update knowledge of the hospitality industry including different industry sectors and relevant industry legislation. This knowledge underpins effective performance in all sectors.

Element	**Performance Criteria**
1 Seek information on the hospitality industry	• Sources of information on the hospitality industry are correctly identified and accessed. • Information to assist effective work performance within the industry is obtained including: • different sectors of the hospitality industry and the services available in each sector • relationship between tourism and hospitality • relationship between the hospitality industry and other industries • industry working conditions • legislation that affects the industry • environmental issues and requirements • industrial relations issues and major organisations • career opportunities within the industry • work ethic required to work in the industry and industry expectations of staff • quality assurance. • Specific information on sector of work is accessed and updated. • Industry information is correctly applied to day to day work activities.
2 Update hospitality industry knowledge	• Informal and/or formal research is used to update general knowledge of the hospitality industry. • Updated knowledge is shared with customers and colleagues as appropriate and incorporated into day to day working activities.

Range of Variables

- This unit applies to all sectors of the hospitality industry.

- Information sources may include but are not limited to:
  - media
  - reference books
  - libraries
  - unions
  - industry associations
  - industry journals
  - internet
  - personal observation and experience.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - different sectors of the hospitality industry and their interrelationships including a general knowledge of the role and function of the following:
        - food and beverage
        - front office
        - food production
        - housekeeping
        - clubs
        - gaming
    - overview of quality assurance in the hospitality industry and the role of individual staff members
    - industry information sources
    - basic research skills:
        - identification of relevant information
        - questioning techniques to obtain information
        - sorting and summarising information
    - the role of trade unions and employer groups in the industry
    - legislation (both State and Federal) that applies to the industry in the following areas (name, primary objective and impact on individual staff only):
        - liquor
        - health and safety
        - hygiene
        - gaming
        - workplace relations
        - workers compensation
        - consumer protection and trade practices
        - duty of care
        - building regulations
        - equal employment opportunity (EEO)
        - anti-discrimination.

Context of Assessment:

- This unit may be assessed on or off-the-job. Assessment should include a form of practical demonstration plus a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- The specific focus of this unit will depend upon the industry sector. Evidence should include a demonstrated broad knowledge of the hospitality industry plus a more detailed knowledge of the issues that relate to a specific sector or workplace. Note that pre-vocational training programs may include coverage of all industry sectors.

Linkages to Other Units:

- This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

- There is a strong link between this unit and THHGGA03A Source and Present Information and combined training may be appropriate.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	-
Using Mathematical Ideas and Techniques	-
Solving Problems	-
Using Technology	1

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- ➢ Hospitality Core
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- ➢ Food and Beverage
- ➢ Gaming
- ➢ Front Office
- ➢ Housekeeping
- ➢ Patisserie
- ➢ Commercial Catering
- ➢ Security
- ➢ General Units (covering a range of areas)

KEY PRINCIPLES

The following principles underpin all the competency standards:

- ➢ These competency standards define the skills and knowledge required to work in the hospitality industry. The standards are designed to provide a flexible framework which can be used by all hospitality enterprises regardless of location or business size.

- ➢ To be meaningful and valuable, training and/or assessment based on these standards must be tailored to meet the specific needs of industry sectors, individuals and different cultural groups.

- ➢ The standards recognise the need to balance the commercial viability of hospitality and tourism operations with the need for culturally and environmentally appropriate practices.

WHAT ARE COMPETENCY STANDARDS?

Competency Standards are statements about the skills and knowledge that people need to perform their jobs to the required industry standards.

They are nationally agreed benchmarks for effective performance in the hospitality and tourism industry.

WHAT ARE COMPETENCY STANDARDS USED FOR?

Competency Standards are the key elements in ensuring that all training meets the real needs of industry. However, they can also be used for much more than training. They can form the basis for a complete and integrated human resource system.

The standards can be used for:

➢ compiling job descriptions and organising work structures

➢ recruitment

➢ determining training needs

➢ developing training and training resources/materials

➢ appraisals and skills assessment

➢ linkages between skills and industrial awards

HOW ARE THEY DEVELOPED?

Competency Standards are developed by the industry through an extensive process of research and consultation. Tourism Training Australia co-ordinated this process. Consultation was undertaken Australia wide using the Tourism Training State/Territory network. It involved wide circulation of standards with feedback obtained through a range of methods including focus groups, questionnaires and interviews.

Standards for the Hospitality industry have existed for several years. The development of the competency standards under the Hospitality Training Package, has been based on a review of existing work. It has also included technical update of the standards with the addition of more comprehensive Evidence Guides and Range of Variable statements.

WHAT DO COMPETENCY STANDARDS LOOK LIKE?

UNIT CODE: **THHCOR3A**

| **Unit Code** - Indicates the unit level |

FOLLOW HEALTH SAFETY AND SECURITY PROCEDURES

| **Unit Title** - Statement of what you do in the workplace |

Unit Descriptor   This unit deals with the skills and knowledge required to follow health, safety and security procedures. This unit applies to all individuals working in tourism and hospitality. It does not cover hygiene or first aid which are found in separate units.

| **Unit Descriptor**

Provides additional general information about the unit |

Element	Performance Criteria
1 **Follow workplace procedures on health, safety and security**	• Health, safety and security procedures are correctly followed in accordance with enterprise policy and relevant legislation and insurance requirements. • Breaches of health, safety and security procedures are identified and promptly reported........
2 **Deal with emergency situations**	• Emergency and potential emergency situations are promptly recognised and required action is determined and taken with scope of individual responsibility. • Emergency procedures are correctly followed in accordance with enterprise procedures........

3 **Maintain safe personal presentation standards**	• Personal presentation takes account of the workplace environment and hygiene and safety issues including:
	  • Appropriate personal grooming and hygiene
	  • Appropriate clothing and footwear

4 **Provide feedback on health, safety and security**	• Issues requiring attention are promptly identified • Issues are raised with the designated person in accordance with enterprise and legislative requirements

Elements

The building blocks which make up the unit

Performance Criteria

The level of performance that is required for each element. These are used as the tools for assessment

Range of Variables
• This unit applies to all hospitality and tourism sectors:
• Health, Safety and Security procedures may include but are not limited to procedures for:
  • Fire prevention
  • Evacuation procedures
  • Safe sitting, lifting and handling

Range of Variables

Provides guidelines on different situations and contexts

Evidence Guide
Underpinning Skills and Knowledge
• To demonstrate competence, evidence of skills and knowledge in the following is required:
  • Industry / sector insurance and liability requirements....
Context of Assessment
• This unit may be assessed on or off the job. Assessment should include........
Critical Aspects of Assessment
• Evidence should include a demonstrated understanding of the importance of working in accordance with health, safety and security procedures, and of the......
Linkages to Other Units
• This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

Evidence Guide

Shows the underpinning knowledge and skills needed for this unit

Provides guidelines for assessment

THE HOSPITALITY STANDARDS

The standards describe the skills and knowledge needed to work throughout the Hospitality industry. Individual units are combined to create a package of skills which suit the needs of the work situation.

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Competencies required by all people working in the Tourism & Hospitality Industry.

HOSPITALITY CORE

Competencies required by all people working in the Hospitality Industry.

HOSPITALITY FUNCTIONAL AREAS

Competencies required in functional areas of the Hospitality Industry

Units of competence may be selected according to the needs of a particular job.

COMMERCIAL COOKERY	COMMERCIAL CATERING	ASIAN COOKERY	PATISSERIE	FOOD & BEVERAGE	FRONT OFFICE	HOUSE KEEPING	SECURITY	GAMING

GENERAL UNITS

Competencies required by some people across all Hospitality Industry sectors

Units of competence may be selected according to the needs of a particular job

CUSTOMER SERVICE , SALES & MARKETING	HYGIENE, HEALTH, SAFETY & SECURITY	GENERAL ADMIN.	FINANCIAL ADMIN	COMPUTER TECHNOLOGY	TRAINING	LEADERSHIP

WHAT ARE THE MAIN FEATURES OF COMPETENCY STANDARDS?

CODING

Each nationally endorsed unit of competence has been allocated a unit code. This national code consists of:-

➢ a national identifier for those Hospitality units reviewed and developed as part of the Hospitality Training Package "THH".

➢ common core unit identifier for Tourism and Hospitality "COR".

➢ hospitality core unit identifier "HCO".

➢ stream/functional area identifier. For example G - Gaming, H - Housekeeping, FB - Food and Beverage etc.

➢ general unit identifier "G".

➢ a version descriptor. The first version descriptor for all recently reviewed and developed units of competence is "A". As revisions are undertaken and units of competence are updated, the version identifier will change to B, C, D etc to reflect the changes.

Example:-

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	COR01	A	Work With Colleagues and Customers
THH	HCO01	A	Develop and Update Hospitality Industry Knowledge
THH	BKA01	A	Organise and Prepare food
THH	BCC01	A	Use Basic Methods of Cookery
THH	BCAT01	A	Prepare Food According to Specific Dietary & Cultural Needs
THH	BPAT01	A	Prepare and Produce Pastries
THH	BFB01a	A	Clean Tidy Bar Areas
THH	BG01	A	Operate A Gaming Location
THH	BFO01	A	Receive and Process Reservations
THH	BH01	A	Provide Housekeeping Services to Guests
THH	BHTS01	A	Maintain Security of Premises and Property
THH	GCS01	A	Develop and Update Local Knowledge
THH	GHS01	A	Follow Workplace Hygiene Procedures
THH	GGA01	A	Communicate on the Telephone
THH	GFA01	A	Process Financial Transactions
THH	GCT01	A	Access & retrieve Computer Data
THH	GTR01	A	Coach other in Job Skills
THH	GLE01	A	Monitor Workplace Operations

Please note that an individual unit of competence does not have a formal level. It is only when units are packaged together in a qualification that a level is decided.

ARE THERE ANY TIPS ON USING THE STANDARDS?

Here are a few pointers to use to help you in using the standards:-

➢ The standards are statements about what people need to be **able to do** in the workplace - they are not designed to cover the details of training that may be needed for people to acquire the skills.

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Unit THHBH01A

Provide Housekeeping Services To Guests

Unit Descriptor	This unit deals with the skills and knowledge required to provide a range of general housekeeping services to guests.

Element	**Performance Criteria**
1 Handle housekeeping requests	• Requests are handled in a polite and friendly manner in accordance with enterprise customer service standards and security procedures. • Guest is acknowledged by use of name wherever possible. • Details of the request are confirmed and noted. • Where request has arisen from breakdown in room servicing, an apology is made. • Timelines for meeting the request are agreed with the guest. • Requested items are promptly located and delivered within agreed timeframe. • Items for pick up are collected within the agreed timeframe. • Equipment is set up for guest when appropriate.
2 Advise guests on room and housekeeping equipment	• Guests are courteously advised on correct usage of equipment. • Malfunctions are promptly reported in accordance with enterprise procedures and where possible alternative arrangements are made to meet guest needs. • Where appropriate a collection time is agreed.

Range of Variables

- This unit applies to all tourism and hospitality establishments where accommodation is provided.

- Guest requests could be for a range of items and services including but not limited to:
    - roll away beds

    - additional pillows and blankets

    - irons

    - hair dryers

    - additional room supplies

    - additional cleaning

    - lost property inquiries.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - knowledge of typical housekeeping services and procedures
    - security and safety procedures as they apply to housekeeping services.

Context of Assessment:

- This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated knowledge of a range of housekeeping services/equipment and the demonstrated ability to offer courteous and friendly service to guests.

Linkages with Other Units:

- This unit should be assessed with or after the following unit:
    - THHBH03A/4A Prepare Rooms for Guests.

- There is also a very strong link between this unit and unit THHCOR01A Work With Colleagues And Customers and joint assessment is recommended. Depending upon the industry sector and workplace combined training may also be appropriate.

- Other units where combined assessment/training may be appropriate include:
    - THHGCS01A Develop and Update Local Knowledge.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	-
Solving Problems	1
Using Technology	-

Unit THHBH02A

Clean Premises and Equipment

Unit Descriptor	This unit deals with the skills and knowledge required to carry out general cleaning duties within a range of tourism and hospitality enterprises.
	This unit equates to unit THHGHS02A.

Element	Performance Criteria
1 Select and set up equipment	• Equipment is selected according to type of cleaning to be undertaken. • All equipment is checked to be in clean and safe working condition prior to use. • Suitable cleaning agents and chemicals are selected and prepared in accordance with manufacturer's and relevant occupational health and safety requirements. • Where necessary protective clothing is selected and used.
2 Clean dry and wet areas	• Area to be cleaned is prepared and cleared of hazards. • Where appropriate, work area is barricaded or signed to reduce risk to colleagues and customers. • Correct chemicals are selected for specific areas and applied in accordance with safety procedures. • Equipment is correctly used. • Garbage and excess chemicals are disposed of in accordance with hygiene, safety and environmental legislation requirements.
3 Maintain and store cleaning equipment and chemical	• Equipment is cleaned after use in accordance with manufacturer's instructions. • Routine maintenance is carried out in accordance with enterprise procedures. • Faults are correctly identified and reported in accordance with enterprise procedures. • Equipment is stored in the designated area and in a condition ready for re-use. • Chemicals are stored in accordance with health and safety requirements.

Range of Variables

- This unit applies to all tourism and hospitality establishments.

- Dry and wet areas may include but are not limited to:
  - bathrooms

  - bedrooms

  - balconies

  - private lounge areas

  - public areas (both internal and external).

- Chemicals may include but are not limited to:
  - disinfectants

  - pesticides

  - cleaning agents.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - specific requirements of State/Territory Occupational Health and Safety legislation which relate to cleaning operations
  - environmental legislation
  - safe handling of common cleaning equipment and chemicals used in tourism/hospitality establishments
  - safe handling and treatment of common hazards encountered in areas to be cleaned including:
    - blood
    - needles and syringes
    - used condoms
    - sharp objects
    - human waste
    - surgical dressings
    - broken glass
    - skewers
    - fat and oil
    - hot pans
    - knives
    - bones
    - crustacean shells
  - safe bending and lifting practices
  - enterprise security procedures.

Context of Assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the total cleaning process can be demonstrated.

Critical Aspects of Assessment:

- Evidence should include a demonstrated understanding of the importance of cleaning staff to the overall quality of service provided by the enterprise and a demonstrated ability to safely and efficiently use relevant equipment and cleaning agents in accordance with acceptable enterprise timeframes.

Linkages to Other Units:

- This unit should be assessed with or after the following unit:
  - THHGHS01A Follow Workplace Hygiene Procedures.

- There is a strong link between this unit and the following unit:
  - THHBH02A/3A Prepare Rooms For Guests.

- Depending upon the industry sector and workplace combined training/assessment may be appropriate.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	-
Solving Problems	-
Using Technology	1

Unit THHBH03/4A

Prepare Rooms For Guests

Unit Descriptor	This unit deals with the skills and knowledge required to prepare rooms for guests in a commercial accommodation establishment.

Element | **Performance Criteria**

1 Set up equipment and trolleys

- Equipment required for servicing rooms is correctly selected and prepared for use.
- Supplies for trolleys are accurately identified and selected or ordered in sufficient numbers in accordance with enterprise procedures.
- Trolleys are safely loaded with adequate supplies in accordance with enterprise procedures.

2 Access rooms for servicing

- Rooms requiring service are correctly identified from information supplied to housekeeping staff.
- Rooms are accessed in accordance with enterprise customer service and security procedures.

3 Make up beds

- Beds are stripped and mattresses, pillows and linen checked for stains and damage.
- Stains are removed in accordance with enterprise procedures.
- Bed linen is replaced in accordance with enterprise standards and procedures.

4	**Clean and clear rooms**	• Rooms are cleaned in the correct order and with minimum disruption to guests.
		• All furniture, fixtures and fittings are cleaned and checked in accordance with enterprise procedures and hygiene/safety guidelines.
		• All items are reset in accordance with enterprise standards.
		• Room supplies are checked, replenished or replaced in accordance with enterprise standards.
		• Pests are promptly identified and appropriate action is taken in accordance with safety and enterprise procedures.
		• Rooms are checked for any defect and all defects are accurately reported in accordance with enterprise procedures.
		• Damaged items are recorded in accordance with enterprise procedures.
		• Unusual or suspicious items or occurrences are promptly reported in accordance with enterprise procedures.
		• Guest items which have been left in vacated rooms are collected and stored in accordance with enterprise procedures.
5	**Clean and store trolleys and equipment**	• Trolleys and equipment are cleaned after use in accordance with safety and enterprise procedures.
		• All items are correctly stored in accordance with enterprise procedures.
		• Supplies are checked and items replenished or re-ordered in accordance with enterprise procedures.

Range of Variables

- This unit applies to all tourism and hospitality establishments where accommodation is offered.

- Equipment may include but is not limited to:
  - cleaning agents and chemicals
  - vacuum cleaners
  - mops
  - brushes
  - buckets.

- Furniture, fixtures and fittings may include but are not limited to:
  - floor surfaces
  - mirrors and glassware
  - wardrobes
  - soft furnishings
  - desks
  - light fittings
  - telephones
  - televisions
  - refrigerators.

- Room supplies may include but are not limited to:
  - stationery
  - linen
  - bathroom supplies
  - enterprise promotional material
  - local tourist information.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - enterprise procedures in relation to presentation of guest rooms
    - security and safety issues for guest rooms.

Context of Assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where individuals are able to actually service a guest room. This should be supported by assessment of underpinning knowledge.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to organise and carry out the complete servicing of a guest room within the timeframe required by a commercial accommodation establishment.

Linkages with Other Units:

- This unit should be assessed with or after the following units:
    - THHGHS01A Follow Workplace Hygiene procedures
    - THHGHS02A Clean Premises And Equipment.

- Depending upon the industry sector and workplace combined training may also be appropriate.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	-
Solving Problems	1
Using Technology	1

Unit THHBH05A

Launder Linen and Guest Clothes

Unit Descriptor	This unit deals with the skills and knowledge required to work in an 'on premises' laundry in a commercial accommodation establishment.

Element	Performance Criteria

1 Process laundry items	• Items are correctly sorted according to the cleaning process required and the urgency of the item.
	• Laundry methods are correctly selected in accordance with textile labelling codes and based on:
	  • fibre and fabric
	  • dye fastness
	  • amount of soilage.
	• Items for laundering are checked for stains and the correct process is applied.
	• Cleaning agents and chemicals are correctly applied in accordance with manufacturer's instructions.
	• Laundry equipment is operated in accordance with manufacturer's instructions.
	• Items are checked after laundering process to ensure quality cleaning and damage is notified in accordance with enterprise procedures.
	• Pressing and finishing processes are correctly carried out.

2 Package and store laundry items	• Guest laundry is packaged and presented in accordance with enterprise standards. • Record keeping and billing procedures are correctly followed. • Items are correctly folded. • Finished items are returned or stored within the required timeframe.

Range of Variables

- This unit applies to all tourism and hospitality establishments where accommodation is offered.

- Laundry equipment may include but is not limited to:
    - washers
    - dryers
    - irons
    - steam presses
    - sorting baskets and shelves.

- Washroom tasks may include but are not limited to:
    - sorting
    - washing
    - drying
    - folding
    - ironing
    - steam pressing
    - mending.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - hygiene, health and safety issues of specific relevance to laundry operations
  - key laundry terms
  - common guest laundry issues
  - enterprise linen control procedures including:
    - clean for dirty
    - set amount
    - topping up
    - uniform issue
    - condemned linen
    - procedures if 'shorts' are identified.

Context of Assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated laundry environment where the total laundering process can be demonstrated.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to correctly assess the processes required for different types of laundry and to safely operate laundry equipment. The full laundering process should be demonstrated and completed with enterprise acceptable timeframes.

Linkages with Other Units:

- This unit should be assessed with or after the following unit:
  - THHGHS01A Follow Workplace Hygiene Procedures.

- Depending upon the industry sector and workplace, combined training may also be appropriate.

- There is also a link between this unit and other units including:
  - THHGGA06A Receive and Store Stock.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	-
Solving Problems	1
Using Technology	1

Unit THHBH06A
Provide Valet Service

Unit Descriptor	This unit deals with the skills and knowledge required to provide specialist valet/butler services in a commercial accommodation establishment.

Element

Performance Criteria

1 Display professional valet standards

- Communication with guests is conducted in a manner which build rapport and enhances the feelings of goodwill between the guest and the enterprise.
- Knowledge of individual guests is accessed and used to enhance the quality of valet service offered.
- Valet grooming and communication standards are followed in accordance with enterprise standards.

2 Care for guest property

- Luggage is unpacked, stored and packed neatly in accordance with guest instructions.
- Guest clothes are prepared and presented ready for guest use.
- Shoes are correctly cleaned.
- Repairs are correctly made or organised in accordance with enterprise procedures.
- Confidentiality is maintained regarding guest property and activities.

3 Arrange services for guests

- Information and advice about special services and benefits is pro-actively offered to guests.
- Assistance is offered to guests in relation to organisation of services.
- Services are organised taking account of the individual guest needs and requests.
- Details of all services are confirmed with the guest.
- Where appropriate, services are monitored to ensure guest needs are being met.
- Adjustments to service are made as required.
- Records of services provided are accurately maintained.

Range of Variables

- This unit applies to all commercial accommodation establishments where butler/valet service is offered.

- Services may include but are not limited to:
  - organisation of special functions
  - organisation of excursions
  - restaurant/theatre bookings
  - room service.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - the history of valet service and its current role in the Australian hospitality industry
  - oral communication skills in relation to building guest rapport
  - protocols for dealing with VIP guests.

Context of Assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated accommodation environment where there is an opportunity to carry out a range of valet services.

Critical Aspects of Assessment:

- Evidence should include a demonstrated ability to care for guest property and organise a range of special services for guests. Enterprise accepted presentation and communication standards should also be demonstrated. This should be supported by a demonstrated understanding of the current role of valet service within the Australian hospitality industry.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
  - THHBH01A Provide Housekeeping Services to Guests
  - THHGCS01A Develop and Update Local Knowledge
  - THHGHS01A Follow Workplace Hygiene Procedures.

- Depending up the industry sector and workplace, combined training may also be appropriate.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	2
Planning and Organising Activities	2
Working with Others and in Teams	2
Using Mathematical Ideas and Techniques	-
Solving Problems	2
Using Technology	1

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BACKGROUND AND ACKNOWLEDGMENTS

The Australian National Training Authority funded Tourism Training Australia to develop an integrated training package for the Hospitality industry. This training package builds upon the already comprehensive work completed over previous years in the development of standards, curriculum and resources.

The process of development has involved extensive research and consultation with industry and other relevant parties throughout Australia. Hospitality operators, associations, state training organisations and both public and private providers were represented on the National Industry Reference Group.

Tourism Training Australia would like to acknowledge the contribution of all those industry operators, associations, state training organisations, public and private providers and those within the Tourism Training Network who have assisted with Hospitality Training Package project.

INTRODUCTION TO COMPETENCY STANDARDS

An essential component of the Hospitality Training Package was the review of existing competency standards, and development of new competency standards. Subsequently following competency standards have emerged:-
  ➢ Common Core (Tourism/Hospitality)
  ➢ Hospitality Core
  ➢ Commercial Cookery (including Kitchen Attending)
  ➢ Food and Beverage
  ➢ Gaming
  ➢ Front Office
  ➢ Housekeeping
  ➢ Patisserie
  ➢ Commercial Catering
  ➢ Security
  ➢ General Units (covering a range of areas)

KEY PRINCIPLES

The following principles underpin all the competency standards:

➢ These competency standards define the skills and knowledge required to work in the hospitality industry. The standards are designed to provide a flexible framework which can be used by all hospitality enterprises regardless of location or business size.

➢ To be meaningful and valuable, training and/or assessment based on these standards must be tailored to meet the specific needs of industry sectors, individuals and different cultural groups.

➢ The standards recognise the need to balance the commercial viability of hospitality and tourism operations with the need for culturally and environmentally appropriate practices.

WHAT ARE COMPETENCY STANDARDS?

Competency Standards are statements about the skills and knowledge that people need to perform their jobs to the required industry standards.

They are nationally agreed benchmarks for effective performance in the hospitality and tourism industry.

WHAT ARE COMPETENCY STANDARDS USED FOR?

Competency Standards are the key elements in ensuring that all training meets the real needs of industry. However, they can also be used for much more than training. They can form the basis for a complete and integrated human resource system.

The standards can be used for:
➢ compiling job descriptions and organising work structures
➢ recruitment
➢ determining training needs
➢ developing training and training resources/materials
➢ appraisals and skills assessment
➢ linkages between skills and industrial awards

HOW ARE THEY DEVELOPED?

Competency Standards are developed by the industry through an extensive process of research and consultation. Tourism Training Australia co-ordinated this process. Consultation was undertaken Australia wide using the Tourism Training State/Territory network. It involved wide circulation of standards with feedback obtained through a range of methods including focus groups, questionnaires and interviews.

Standards for the Hospitality industry have existed for several years. The development of the competency standards under the Hospitality Training Package, has been based on a review of existing work. It has also included technical update of the standards with the addition of more comprehensive Evidence Guides and Range of Variable statements.

WHAT DO COMPETENCY STANDARDS LOOK LIKE?

UNIT CODE: *THHCOR3A*

<u>FOLLOW HEALTH SAFETY AND SECURITY PROCEDURES</u>

Unit Descriptor   This unit deals with the skills and knowledge required to follow health, safety and security procedures. This unit applies to all individuals working in tourism and hospitality. It does not cover hygiene or first aid which are found in separate units.

Unit Code - Indicates the unit level

Unit Title - Statement of what you do in the workplace

Unit Descriptor Provides additional general information about the unit

Element   **Performance Criteria**

1   Follow workplace procedures on health, safety and security
- Health, safety and security procedures are correctly followed in accordance with enterprise policy and relevant legislation and insurance requirements.
- Breaches of health, safety and security procedures are identified and promptly reported........

2   Deal with emergency situations
- Emergency and potential emergency situations are promptly recognised and required action is determined and taken with scope of individual responsibility.
- Emergency procedures are correctly followed in accordance with enterprise procedures.........

3   Maintain safe personal presentation standards
- Personal presentation takes account of the workplace environment and hygiene and safety issues including:
  - Appropriate personal grooming and hygiene
  - Appropriate clothing and footwear

4   Provide feedback on health, safety and security
- Issues requiring attention are promptly identified
- Issues are raised with the designated person in accordance with enterprise and legislative requirements

Elements The building blocks which make up the unit

Performance Criteria The level of performance that is required for each element. These are used as the tools for assessment

<u>*Range of Variables*</u>
- This unit applies to all hospitality and tourism sectors:
- Health, Safety and Security procedures may include but are not limited to procedures for:
  - Fire prevention
  - Evacuation procedures
  - Safe sitting, lifting and handling

<u>*Evidence Guide*</u>
Underpinning Skills and Knowledge
- To demonstrate competence, evidence of skills and knowledge in the following is required:
  - Industry / sector insurance and liability requirements....

Context of Assessment
- This unit may be assessed on or off the job. Assessment should include........

Critical Aspects of Assessment
- Evidence should include a demonstrated understanding of the importance of working in accordance with health, safety and security procedures, and of the......

Linkages to Other Units
- This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

Range of Variables Provides guidelines on different situations and contexts

Evidence Guide Shows the underpinning knowledge and skills needed for this unit Provides guidelines for assessment

THE HOSPITALITY STANDARDS

The standards describe the skills and knowledge needed to work throughout the Hospitality industry. Individual units are combined to create a package of skills which suit the needs of the work situation.

HOW ARE THE STANDARDS ORGANISED AND CODED?

The following is an explanation of how the standards for the entire Hospitality industry are organised.

COMMON CORE
Competencies required by all people working in the Tourism & Hospitality Industry.

HOSPITALITY CORE
Competencies required by all people working in the Hospitality Industry.

HOSPITALITY FUNCTIONAL AREAS
Competencies required in functional areas of the Hospitality Industry
Units of competence may be selected according to the needs of a particular job.

COMMERCIAL COOKERY	COMMERCIAL CATERING	ASIAN COOKERY	PATISSERIE	FOOD & BEVERAGE	FRONT OFFICE	HOUSE KEEPING	SECURITY	GAMING

GENERAL UNITS
Competencies required by some people across all Hospitality Industry sectors
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Here are a few pointers to use to help you in using the standards:-

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IDENTIFICATION OF KEY COMPETENCIES WITHIN PATISSERIE STANDARDS

	COMPETENCY	COMMUNICATING IDEAS & INFORMATION	COLLECTING, ANALYSING & ORGANISING INFORMATION	PLANNING & ORGANISING ACTIVITIES	WORKING WITH OTHERS & IN TEAMS	USING MATHEMATICAL IDEAS & TECHNIQUES	SOLVING PROBLEMS	USING TECHN-OLOGY
THHBPT01A	*Prepare and Produce Pastries*	1	2	2	2	1	2	1
THHBPT02A	*Prepare and Produce Cakes*	1	2	2	2	1	2	1
THHBPT03A	*Prepare and Produce Yeast Goods*	1	2	2	2	1	2	1
THHADPT01A	*Prepare Bakery Products for Patissiers*	1	2	2	2	1	2	1
THHADPT02A	*Prepare and Present Gateaux, Torten and Cakes*	1	2	2	2	1	2	1
THHADPT03A	*Present Desserts*	1	2	2	2	1	2	1
THHADPT04A	*Prepare and Display Petits Fours*	1	2	2	2	1	2	1
THHADPT05A	*Prepare and Model Marzipan*	1	2	2	2	1	2	1
THHADPT06A	*Prepare Desserts to Meet Special Dietary Requirements*	2	2	2	2	1	2	1
THHADPT07A	*Prepare and Display Sugar Work*	1	2	2	2	1	2	1
THHADPT08A	*Plan, Prepare and Display Sweet Buffet Show Pieces*	1	2	2	2	1	2	2
THHSPT01A	*Plan and Operate Coffee Shops*	3	3	3	3	2	2	2

THHBPT01A

Prepare and Produce Pastries

Unit Descriptor	This unit applies to the preparation and production of a range of basic pastries in a variety of establishments.

Element	Performance Criteria
1 Prepare, decorate and present pastries	• A variety of pastries and pastry products are produced according to standard recipes.
2 Portion and store pastries	• Portion control is applied to minimise wastage. • Pastry products are stored correctly to minimise spoilage and wastage.

Range of Variables

- Basic pastries include a range of products made from:
    - short and sweet paste
    - chou paste
    - puff paste
    - strudel dough.

- Establishments where basic pastries are prepared include:
    - patisseries and pastry shops
    - restaurants
    - hotels
    - coffee shops
    - brasseries, bistros and cafes
    - cafeterias and snack bars
    - commercial catering operations
    - institutional catering operations
    - function facilities.

Evidence Guide

- Knowledge and understanding is required of the principles and requirements of the following:
    - Occupational Health and Safety legislation
    - food and personal hygiene.

- Evidence of commodity knowledge of ingredients including recognition of quality is required.

- This unit can be assessed on-the-job or in a simulation where sufficient and appropriate equipment is provided.

- This unit may be assessed in conjunction with other patisserie units.

- Evidence should include the production of a range of basic hot and cold desserts as outlined in the Range of Variables.

THHBPT02A

Prepare and Produce Cakes

Unit Descriptor	This unit applies to the preparation and production of a range of basic cakes in a variety of establishments.

Element	Performance Criteria
1 Prepare and produce cakes	• A selection of cakes and sponges are prepared and decorated according to standard recipes and enterprise practice.
2 Portion and store cakes	• Portion control is applied to minimise wastage. • Cakes and sponges are stored correctly to minimise spoilage and wastage.

Range of Variables

- Basic cakes refers to a small range of cakes and sponges.

- Establishments where basic cakes are prepared include:
    - patisseries and pastry shops
    - coffee shops
    - hotels
    - restaurants
    - brasseries, bistros and cafes
    - cafeterias and snack bars
    - commercial catering operations
    - institutional catering operations
    - function facilities.

Evidence Guide

- Knowledge and understanding is required of the principles and requirements of the following:
    - Occupational Health and Safety legislation
    - Hygiene.

- Evidence of commodity knowledge of ingredients including recognition of quality is required.

- This unit can be assessed on-the-job or in a simulation where sufficient and appropriate equipment is provided.

- Evidence should include the production of a limited range of basic cakes and sponges to a consistent standard.

- This unit can be assessed in conjunction with other Patisserie units.

THHBPT03A

Prepare and Produce Yeast Goods

| **Unit Descriptor** | This unit applies to the preparation and production of a small range of basic yeast goods in a variety of establishments. |

Element	**Performance Criteria**
1 Prepare and produce yeast goods	• A selection of yeast based products are prepared and decorated according to standard recipes and enterprise practice.
2 Portion and store yeast goods	• Portion control is applied to minimise wastage. • Yeast products are stored to maintain freshness.

Range of Variables

- Establishments where basic yeast goods can be prepared include but is not limited to:
    - patisseries and pastry shops
    - coffee shops
    - hotels
    - restaurants
    - commercial catering operations
    - institutional catering operations
    - function facilities.

- Yeast foods include basic breads and buns.

- Yeast raised pastries include Danish Pastries, croissants, brioche, babas and savarin.

Evidence Guide

- Knowledge and understanding is required of the principles and requirements of the following:
    - Occupational Health and Safety legislation
    - Hygiene.

- Evidence of commodity knowledge of ingredients including recognition of quality is required.

- This unit can be assessed on-the-job or in a simulation where sufficient and appropriate equipment is provided.

- Evidence should include the production of a range of basic yeast goods to a consistent enterprise standard.

- This unit can be assessed in conjunction with other Patisserie units.

THHADPT01A

Prepare Bakery Products for Patissiers

| *Unit Descriptor* | This unit applies to the preparation of a range of bakery products which are particularly suited where quality, freshness, size and recipe make-up complement the menu of the establishment and are commercially not readily available. |

Element	**Performance Criteria**
1 Prepare bakery products	• Ingredients are selected, measured and weighed and brought to correct temperature according to recipe requirements. • Doughs are prepared to correct consistency, shaped and baked to standard recipe specifications and enterprise practice. • Bakery products are baked at correct prove and at specified temperature. • Bakery items are finished displaying desired product characteristics.
2 Store bakery products	• Bakery products are stored at the correct conditions to maintain quality and extend shelf-life. • Packaging is appropriate for the preservation of freshness and eating characteristics.

Range of Variables

- Bakery products for patissiers include a wide selection of:
  - breakfast and savoury items
  - breakfast and speciality breads
  - lunch and dinner rolls
  - festive baking from a variety of ethnic and cultural backgrounds
  - health and diet specific items, eg. gluten-free, fat-free etc.

- Establishments requiring bakery products produced by patissiers include:
  - hotels
  - restaurants
  - brasseries, bistros and cafes
  - coffee shops
  - patisseries and pastry shops
  - commercial catering operations
  - institutional catering operations
  - function facilities.

Evidence Guide

- Evidence is required of knowledge and understanding of the principles and requirements of the relevant legislation relating to:
  - Occupational Health and Safety
  - Hygiene
  - Nutrition.

- Demonstration of competence includes knowledge and understanding of:
  - identifying, handling and storing of commodities and recognising factors affecting their quality
  - properties of ingredients used and their interaction and changes during processing
  - properties and requirements of yeast and control of yeast action
  - process of fermentation and dough development
  - expected taste, texture and crumb structure appropriate for the particular item
  - ratio of ingredients required to produce a balanced formula
  - defining and applying corrective steps to ensure quality control
  - function and routine maintenance of equipment used
  - appropriate technical and culinary terms
  - the influence of correct portion control, yields, weights and sizes on the profitability of an establishment.

- Demonstration of competence must include the production of a wide selection of bakery products from a variety of ethnic and cultural backgrounds.

- This unit must be assessed in the workplace or simulated environment where adequate and appropriate equipment and materials are provided.

THHADPT02A

Prepare and Present Gateaux, Torten and Cakes

Unit Descriptor	This unit applies to the production and finishing of a range of cakes.

Element	Performance Criteria
1 Prepare sponges and cakes	• Ingredients are selected, measured and weighed and brought to correct temperature according to standard recipe requirements and enterprise practice. • Sponges and cakes are prepared to recipe specifications and baked to achieve correct colour, crumb structure and moisture retention. • Sponges and cakes are cooled and stored under conditions retaining maximum eating quality and freshness.
2 Prepare and use fillings	• A selection of fillings is prepared with desirable flavours and to correct consistency and applied in correct amounts to standard recipe specifications and enterprise practice. • Cakes are assembled and sides and tops are masked, covered or coated to achieve even, straight and smooth surfaces or as required by recipe specifications. • Products are decorated using designs suited to the product and the occasion according to enterprise practice.
3 Present cakes	• Appropriate equipment for display and service is selected. • A range of cakes are arranged for display in an appealing manner and to meet customer expectations and to enterprise standards. • Service temperature of products are appropriate for maintaining freshness and flavour. • Portion controlled cakes are marked and/or cut precisely according to enterprise specifications.
4 Store cakes	• Cakes are stored at the correct temperature and conditions to maintain quality and extend shelf-life.

Range of Variables

- The preparation of cakes includes the preparation of sponges, gateaux, torten, cakes, sweet pastes and meringues, fillings and coating agents, as well as skills and techniques in assembling and finishing.

- Establishments where cakes are prepared and served can include:
  - patisseries and pastry shops
  - coffee shops
  - hotels
  - restaurants
  - brasseries, bistros and cafes
  - commercial catering operations
  - institutional catering operations
  - function facilities
  - clubs
  - cafeterias and snack bars.

Evidence Guide

- Evidence is required of knowledge and understanding of the principles and requirements of the relevant legislation including:
    - Occupational Health and Safety
    - Hygiene
    - Nutrition.

- Demonstration of competence includes knowledge and understanding of:
    - identifying, handling and storing of commodities, recognising factors affecting quality
    - properties of the ingredients used and their interaction and changes during processing
    - the expected taste, texture and crumb structure appropriate for the particular item
    - influence of correct portion control, yields, weights and sizes on product profitability
    - defining and applying corrective steps to ensure quality control
    - appropriate technical and culinary terms
    - function and routine maintenance of equipment used.

- Demonstration of competence must include the production of a basic range of gateaux, torten and cakes.

- This unit must be assessed in the workplace or simulated environment where adequate and appropriate equipment and materials are provided.

THHADPT03A
Present Desserts

Unit Descriptor	This unit applies to the different styles of dessert presentation.

Element | **Performance Criteria**

1 Present and serve plated desserts

- Desserts are portioned and presented in a tasteful and appetising manner according to enterprise standards.
- Dessert presentation show artistic flair appropriate for the occasion and the item presented.
- Desserts are plated and decorated with attention to eye appeal and practicality of service.
- Service temperature of desserts and service crockery is correctly controlled when serving hot, cold or frozen desserts.

2 Plan, prepare and conduct a dessert trolley presentation

- Where utilised, dessert trolley services are planned and is also appropriate to available facilities and equipment as well as customer and establishment requirements.
- A variety of desserts are prepared and arranged for display along with sauces and garnishes.

3 Store desserts

- Desserts are stored at the appropriate temperature and under the correct conditions to maintain quality, freshness and customer appeal.
- Packaging is appropriate for the preservation of taste, appearance and eating characteristics.

Range of Variables

- This unit applies to all establishments where desserts are presented.

- The term Desserts includes but is not limited to prepared portions of the following types:
  - puddings, pies, tarts, flans, fritters
  - custards, creams
  - prepared fruit
  - charlotte, bavarois, mousse, soufflé, Sabayon
  - meringues, crepes, omelettes
  - sorbet, ice cream, bombe, parfait.

- Sweets include foods from varying cultural origins and may be derived from Classical or contemporary recipes.

Evidence Guide

Underpinning skills and knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - safe work practices must be demonstrated, in particular in relation to bending and lifting
    - culinary terms commonly used in the enterprise
    - principles and practices of hygiene
    - logical and time efficient work flow
    - inventory and stock control systems
    - purchasing, receiving, storing, holding and issuing procedures
    - costing, yield testing, portion control.

Context of assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the preparation and service of sweets can be demonstrated. This should be supported by assessment of underpinning knowledge.

Critical aspects of assessment:

- Evidence should include a demonstrated ability to efficiently present sweets to enterprise standards. Evidence should also include a detailed understanding of the different types of desserts.

Linkages to other units:

- It is recommended that this unit be assessed either in conjunction with or after other THHBCC08A Prepare Hot and Cold Desserts.

THHADPT04A

Prepare and Display Petits Fours

Unit Descriptor	This unit applies to the production, display and service of a wide range of petits fours including petits fours glaces, marzipan based petits fours and caramelised fruits and nuts, served as petits fours, to a level of high and consistent quality.

Element	**Performance Criteria**
1 **Prepare iced petits fours**	• Sponges, bases and fillings are prepared, assembled and cut according to standard recipes and enterprise practice. • Fillings are of good flavour and at correct consistency before being used. • Fondant icing is brought to correct temperature and consistency to achieve correct coating thickness and glossy surface. • Design and decorations complement the situation and maximise eye appeal.
2 **Prepare fresh petits fours**	• A selection of mini sized shapes are piped from choux paste, baked, filled and decorated. • Blind baked sweet paste bases are prepared in small moulds or tins in a variety of shapes. • Applied fillings are of good flavour and correct consistency. • Appropriate garnishes, glazes and finishes to enhance flavour and eye appeal are applied.
3 **Prepare marzipan petits fours**	• Good quality marzipan is appropriately flavoured and shaped into mini size fruits and coated to preserve desired eating characteristics; or softened with egg whites and piped into shapes and sealed/browned by applying heat according to enterprise practice.
4 **Prepare caramelised petits fours**	• Fresh fruits or fruit segments are selected and coated with a pale amber coloured caramel. • Dried fruits or nuts, filled or sandwiched with appropriately flavoured marzipan are coated with pale amber coloured caramel according to specifications and to establishment standards.
5 **Display petits fours**	• Petits fours are displayed to achieve maximum customer appeal and highlight competent workmanship.

6   Store petits fours   • Petits fours are stored at correct temperatures and
conditions to maintain maximum eating qualities.

Range of Variables

- Petits fours glaces may include sponge bases assembled with appropriately flavoured fillings cut into a variety of shapes, iced and decorated.

- Marzipan based petits fours may be modelled by hand or shaped with the aid of moulds and may be appropriately flavoured and coloured and sealed with cocoa butter or food lacquer.

- Caramelised petits fours include fresh or dried fruits and nuts, filled or unfilled, coated with a light golden coloured caramel.

- Fresh petits fours include bases prepared from choux or sweet paste with an appropriate filling and/or topping and decoration.

- Fillings include appropriately flavoured custards, creams or ganache.

- Toppings and decorations include a variety of fresh fruits, glazes, fondant or chocolate.

- Establishments where petits fours are prepared, displayed and served include but is not limited to:
  - hotels
  - restaurants
  - brasseries, bistros and cafes
  - coffee shops
  - patisseries
  - commercial catering operations
  - function facilities.

Evidence Guide

- Evidence is required of knowledge and understanding of the principles and requirements of the relevant legislation relating to:
  - Occupational Health and Safety
  - Hygiene.

- Demonstration of competence includes knowledge and understanding of:
  - identifying, handling and storing commodities and recognising factors affecting quality
  - properties of the ingredients used and their interaction and changes during processing
  - the expected taste, texture, structure and size appropriate for petits fours according to industry standards
  - precise working methods used in production and display
  - defining and applying corrective steps to ensure quality control
  - appropriate technical and culinary terms.

- Artistic skills and creativity must be demonstrated.

- Demonstration of competence must include the production of an extensive range of petits fours with consistency in size, shape, quality and presentation.

- This unit must be assessed in the workplace or simulated environment where adequate and appropriate equipment and materials are provided.

THHADPT05A

Prepare and Model Marzipan

Unit Descriptor	This unit deals with the preparation, handling and modelling of marzipan and with the decorating, colouring and presentation of modelled items. This unit applies to various establishments where marzipan is prepared and used.

Element	Performance Criteria
1 Prepare modelling marzipan	• Ingredients are selected, weighed and worked together to achieve desired composition and characteristics of quality modelling marzipan. • Potential problems are identified and appropriate preventive measures are taken to maintain desired characteristics and to eliminate risks concerning hygiene.
2 Prepare moulded and modelled shapes	• Marzipan is moulded or modelled to achieve a variety of figures, shapes and flowers. • Colour, decorations and coating agents are applied to enhance presentation and to suit the purpose. • Finished shapes are sealed to preserve freshness and eating quality.
3 Store marzipan products	• Products made from marzipan are stored at the correct temperature and condition to avoid excessive crust formation and drying out and to maintain maximum eating quality.
4 Manipulate marzipan to cover cakes, gateaux, torten and petits fours	• Marzipan is rolled out to specified size and thickness. • Surface of item to be covered is prepared to be level and smooth. • Covering technique applied to resalt in smooth and seamless finish.

Range of Variables

- Preparing marzipan refers to combining manufactured marzipan paste, pure icing sugar and glucose syrup to a smooth paste of a consistency best suited for its intended purpose.

- The handling of marzipan includes:
  - modelling into shapes, figures or flowers
  - covering cakes, gateaux, torten and petits fours with a pinned out layer of marzipan.

- Establishments using marzipan include:
  - patisseries and pastry shops
  - coffee shops
  - hotels
  - restaurants
  - brasseries, bistros and cafes
  - commercial catering operations
  - function facilities.

Evidence Guide

- Evidence is required of knowledge and understanding of the principles and requirements of the related legislation relating to:
  - Occupational Health and Safety
  - Hygiene.

- Demonstration of competence includes knowledge and understanding of:
  - identifying, handling and storing of marzipan and marzipan products and recognising factors affecting their quality
  - hygiene requirements relating to possible spoilage by bacteria or mould during preparation, handling and storage of marzipan.

- Artistic skills and creativity must be demonstrated.

- Demonstration of competence must include the production of a range of marzipan products with consistency in quality and appearance.

- This unit must be assessed in the workplace or simulated environment where adequate and appropriate equipment and materials are provided.

THHADPT06A

Prepare Desserts to meet Special Dietary Requirements

Unit Descriptor   This unit applies to the preparation of a range of desserts where aspects of nutrition, diet or allergies influence the composition and the ingredients permitted to be used.

Element	Performance Criteria
1 Prepare dietary desserts	• Ingredients are selected to strict criteria for a particular dietary requirement. • Ingredients are measured and weighed and brought to correct temperature according to recipe requirements. • Desserts are produced to special dietary recipes or nutritional guidelines.
2 Prepare dessert sauces	• Hot or cold sauces are produced to a desired consistency and appropriately flavoured using ingredients according to dietary requirements.
3 Store dietary desserts	• Dietary desserts are stored at the appropriate temperature and under the correct conditions to maintain quality, freshness and customer appeal.

Range of Variables

- Special dietary requirements refers to desserts where aspects of nutrition, diets or allergies influence the composition and the ingredients permitted to be used, eg. diabetic desserts, low fat: sugar, yeast, gluten - or flour free etc.

- Establishments where desserts requiring special dietary compositions are prepared and served include:
  - institutional catering operations
  - commercial catering operations
  - hotels
  - restaurants
  - coffee shops
  - brasseries, bistros and cafes
  - function facilities.

Evidence Guide

- Evidence is required of knowledge and understanding of the Australian Dietary Guidelines and of principles and requirements of the relevant legislation relating to:
  - Occupational Health and Safety
  - Food and Drug Act
  - Health Act
  - Hygiene
  - Nutrition.

- Demonstration of competence includes knowledge and understanding of:
  - desserts and dessert recipes suitable for a variety of dietary requirements
  - identifying, handling and storing of commodities and recognising factors affecting their quality
  - properties of dietary ingredients used in a range of dessert recipes and the influence of each on processing and product quality
  - the expected taste, texture and structure appropriate for the particular item according to industry standards
  - the influence of correct portion control, yields and sizes on permitted dietary intake and on the profitability of an establishment.

- Demonstration of competence must include the production of a range of desserts suitable for a variety of dietary requirements and allergy intolerance.

- This unit must be assessed in the workplace or simulated environment where adequate and appropriate equipment and materials are provided.

THHADPT07A

Prepare and Display Sugar Work

Unit Descriptor	This unit applies to the preparation of sugar for sugar work and the planning and production of display pieces in a variety of establishments.

Element	Performance Criteria
1 Boil sugar	• Sugar and water are combined, cleaned and boiled to required temperature and coloured appropriately for intended use. • Boiled sugar solution is handled safely and used according to standard recipes and enterprise practice. • Specified preparation method is applied to suitable work surface for pulling sugar according to standard industry practice. • Specialised equipment for boiling sugar is used correctly and safely.
2 Pull boiled sugar	• Boiled sugar is manipulated to avoid crust forming and is pulled at correct temperature in a safe manner.
3 Store pulled sugar	• Pulled sugar is suitably portioned for intended use. • Correct packaging methods are applied to ensure pulled sugar pieces are perfectly sealed, preferably in a vacuum. Correct storage procedures are applied to ensure extended shelf-life.
4 Plan sugar work	• Sugar work is planned appropriate for the occasion with consideration to the time available for preparation. • Sketches drawn outline forms/shapes, colours, supports and decorations. • Formwork and working surface are appropriately prepared and the amounts of the required quantities of the differently coloured sugar calculated. • Appropriate equipment and materials are selected.

| 5 | **Prepare sugar work** | • Sugar is boiled, coloured and the temperature arrested at the correct point.
• Boiled sugar is shaped into desired forms applying appropriate techniques and skills with attention to correct and even thickness.
• Formwork is removed from sugar at the correct stage of hardening. Pieces are moved to cooler spots to accelerate cooling.
• Sugar centre pieces are assembled with attention to balance, proportion and strength.
• Sugar work is decorated with a sense of artistry, appropriate for the occasion and to create customer appeal. |
| 6 | **Display sugar work** | • Sugar work is displayed in an attractive manner to enhance food displays.
• Sugar work complements the displayed food with harmony and balance.
• Sugar work is correctly stored according to establishment procedures and protected from humidity, dust and heat. |

Range of Variables

- The preparation of sugar includes boiling to various pre-determined temperature stages suitable for pulling or casting.

- Pulling refers to manipulating boiled sugar after initial cooling to incorporate air and to achieve elasticity and sheen.

- Casting refers to pouring boiled sugar into prepared frame work or moulds or into free flowing shapes.

- The preparation of sugar casts includes casting of individual segments, assembling, decorating and preparing for storage or display.

- Establishments where sugar work is prepared include:
  - patisseries and pastry shops
  - coffee shops
  - hotels restaurants
  - brasseries, bistros and cafes
  - commercial catering operations
  - function facilities.

Evidence Guide

- Evidence is required of knowledge and understanding of sugar boiling and handling techniques including:
  - causes of premature crystallisation of boiled sugar and methods to avoid it
  - influence of cleanliness of materials used on the boiling process and quality outcome
  - safety requirements relating to possible dangers when handling boiled sugar at high temperatures
  - basic First Aid for treatment of burns in case of accidents.

- Competence and skilfulness of various techniques including pulling and casting must be demonstrated.

- Artistic skills and creativity must be demonstrated.

- Demonstration of competence must include the production of an extensive range of sugar work.

- This unit must be assessed in the workplace or simulated environment where adequate and appropriate equipment and materials are provided.

THHADPT08A

Plan, Prepare and Display Sweet Buffet Show Pieces

Unit Descriptor	This unit applies to the planning, preparing and displaying of a wide range of show pieces appropriate for a sweet buffet display and prepared from a range of suitable materials.

Element	Performance Criteria
1 **Plan sweet buffet show pieces**	• Show pieces are planned appropriate for the occasion with consideration to the time available for preparation. • Sketches are drawn outlining form/shape, colours and decorations. • Appropriate equipment and materials are selected.
2 **Prepare sweet buffet show pieces**	• A variety of show pieces are produced to industry standards. • Selected materials are shaped into desired forms applying appropriate techniques and using creative flair and skills. • Show pieces are assembled with attention to balance, proportion and strength. • Pieces are finished and decorated with a sense of artistry and to create customer appeal. • Decorations are suitable to the materials used and appropriate for the occasion.
3 **Display sweet buffet show pieces**	• Show pieces are displayed in an attractive manner to enhance sweet buffet displays. • Show pieces complement the displayed food with harmony and balance. • Show pieces are correctly stored according to establishment procedures and protected from humidity, dust and heat.

Range of Variables

- Sweet buffet show pieces include decorative pieces prepared from mainly sugar, chocolate, pastillage, croquant, marzipan or a combination thereof.

- Establishments where sweet buffet show pieces are prepared and/or displayed include:
  - hotels
  - restaurants
  - patisseries and pastry shops
  - coffee shops
  - brasseries, bistros and cafes
  - commercial catering operations
  - function facilities.

Evidence Guide

- Evidence is required of knowledge and understanding of sugar boiling and handling techniques and of safety requirements relating to possible dangers when working with boiled sugar at high temperatures.

- Demonstration of competence includes knowledge and understanding of various techniques in handling in handling chocolate, pastillage, croquant and marzipan.

- Evidence is required of knowledge regarding Occupational Health and Safety when using air brush or spraying equipment for colouring or lacquering of show pieces.

- Knowledge and correct procedures for basic First Aid for treating burns must be demonstrated.

- Artistic skills and creativity must be demonstrated.

- Demonstration of competence must include the production of various types of sweet buffet show pieces.

- This unit must be assessed in the workplace or simulated environment where adequate and appropriate equipment and materials are provided.

THHSPT01A

Plan and Operate Coffee Shops

Unit Descriptor	This unit deals with the planning and operation of coffee shops which serve patisserie items. It deals with the production, display and service of patisserie products and suitable beverages.

Element	Performance Criteria
1 Plan coffee shops	• Coffee shops are planned according to available facilities and equipment and to expected customer requirements. • A variety of pastries and cakes is planned and an appropriate menu designed and prepared. • A floorplan with table arrangements is prepared and set up with the required linen, crockery, cutlery, glassware and decorations. • A workflow schedule is prepared for the expected quantities and varieties required and with consideration to available facilities, staff, time, equipment and according to establishment practices.
2 Prepare, display and serve pastries and cakes	• A variety of pastries, cakes and savoury products is prepared according to workflow schedule and menu requirements and with attention to taste, appearance and portion control. • Prepared items are displayed in an attractive manner with attention to correct temperature for the particular item. • Good hygiene practices are applied to display and service.
3 Prepare and serve coffee and beverages	• Correct ingredients and equipment are selected and used according to enterprise practices. • Beverages are prepared and served to customer demand.
4 Store coffee shop produce	• Pastries, cakes and savoury items are stored at the correct temperature and under conditions to maintain quality and to extend shelf-life. • Packaging is appropriate for the preservation of freshness, taste and eating characteristics.

Range of Variables

- Planning includes:
  - selecting the variety of food to be offered
  - floor plan/table arrangements
  - deciding on style and setting up for service
  - designing and preparing the menu.

- Operating includes the preparation, display and service of pastries, cakes and savoury items and the preparation and service of coffee, tea and other appropriate beverages.

Evidence Guide

- Evidence is required of knowledge and understanding of the principles and requirements of the relevant legislation relating to:
  - Occupational Health and Safety
  - Hygiene
  - Nutrition
  - Licensing Regulations
  - Local Health Regulations.

- Demonstration of competence includes knowledge and understanding of:
  - organisational skills and teamwork
  - menu planning and menu design
  - appropriate technical and culinary terms
  - preparation of pastries, cakes and savoury products
  - cutting and serving of pastries, cakes and savoury products
  - costing, yield testing and portion control
  - handling, portioning and serving ice creams
  - buffet and table setups
  - coffee and tea preparation and beverage service
  - coffee shop equipment, its function and routine maintenance
  - defining and applying quality control
  - time management skills
  - communication skills.

- This unit must be assessed in the workplace or in simulation where an adequate range of fittings, equipment and products is provided.

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BACKGROUND AND ACKNOWLEDGMENTS

The Australian National Training Authority funded Tourism Training Australia to develop an integrated training package for the Hospitality industry. This training package builds upon the already comprehensive work completed over previous years in the development of standards, curriculum and resources.

The process of development has involved extensive research and consultation with industry and other relevant parties throughout Australia. Hospitality operators, associations, state training organisations and both public and private providers were represented on the National Industry Reference Group.

Tourism Training Australia would like to acknowledge the contribution of all those industry operators, associations, state training organisations, public and private providers and those within the Tourism Training Network who have assisted with Hospitality Training Package project.

INTRODUCTION TO COMPETENCY STANDARDS

An essential component of the Hospitality Training Package was the review of existing competency standards, and development of new competency standards. Subsequently following competency standards have emerged:-
  ➢ Common Core (Tourism/Hospitality)
  ➢ Hospitality Core
  ➢ Commercial Cookery (including Kitchen Attending)
  ➢ Food and Beverage
  ➢ Gaming
  ➢ Front Office
  ➢ Housekeeping
  ➢ Patisserie
  ➢ Commercial Catering
  ➢ Security
  ➢ General Units (covering a range of areas)

KEY PRINCIPLES

The following principles underpin all the competency standards:

➢ These competency standards define the skills and knowledge required to work in the hospitality industry. The standards are designed to provide a flexible framework which can be used by all hospitality enterprises regardless of location or business size.

➢ To be meaningful and valuable, training and/or assessment based on these standards must be tailored to meet the specific needs of industry sectors, individuals and different cultural groups.

➢ The standards recognise the need to balance the commercial viability of hospitality and tourism operations with the need for culturally and environmentally appropriate practices.

WHAT ARE COMPETENCY STANDARDS?

Competency Standards are statements about the skills and knowledge that people need to perform their jobs to the required industry standards.

They are nationally agreed benchmarks for effective performance in the hospitality and tourism industry.

WHAT ARE COMPETENCY STANDARDS USED FOR?

Competency Standards are the key elements in ensuring that all training meets the real needs of industry. However, they can also be used for much more than training. They can form the basis for a complete and integrated human resource system.

The standards can be used for:
➢ compiling job descriptions and organising work structures
➢ recruitment
➢ determining training needs
➢ developing training and training resources/materials
➢ appraisals and skills assessment
➢ linkages between skills and industrial awards

HOW ARE THEY DEVELOPED?

Competency Standards are developed by the industry through an extensive process of research and consultation. Tourism Training Australia co-ordinated this process. Consultation was undertaken Australia wide using the Tourism Training State/Territory network. It involved wide circulation of standards with feedback obtained through a range of methods including focus groups, questionnaires and interviews.

Standards for the Hospitality industry have existed for several years. The development of the competency standards under the Hospitality Training Package, has been based on a review of existing work. It has also included technical update of the standards with the addition of more comprehensive Evidence Guides and Range of Variable statements.

WHAT DO COMPETENCY STANDARDS LOOK LIKE?

UNIT CODE: ***THHCOR3A***

| Unit Code - Indicates the unit level |

FOLLOW HEALTH SAFETY AND SECURITY PROCEDURES

| Unit Title - Statement of what you do in the workplace |

Unit Descriptor   This unit deals with the skills and knowledge required to follow health, safety and security procedures. This unit applies to all individuals working in tourism and hospitality. It does not cover hygiene or first aid which are found in separate units.

| Unit Descriptor
Provides additional general information about the unit |

Element

Performance Criteria

1 **Follow workplace procedures on health, safety and security**

- Health, safety and security procedures are correctly followed in accordance with enterprise policy and relevant legislation and insurance requirements.
- Breaches of health, safety and security procedures are identified and promptly reported........

| Elements
The building blocks which make up the unit |

2 **Deal with emergency situations**

- Emergency and potential emergency situations are promptly recognised and required action is determined and taken with scope of individual responsibility.
- Emergency procedures are correctly followed in accordance with enterprise procedures........

3 **Maintain safe personal presentation standards**

- Personal presentation takes account of the workplace environment and hygiene and safety issues including:
  - Appropriate personal grooming and hygiene
  - Appropriate clothing and footwear

| Performance Criteria
The level of performance that is required for each element. These are used as the tools for assessment |

4 **Provide feedback on health, safety and security**

- Issues requiring attention are promptly identified
- Issues are raised with the designated person in accordance with enterprise and legislative requirements

Range of Variables
- This unit applies to all hospitality and tourism sectors:
- Health, Safety and Security procedures may include but are not limited to procedures for:
  - Fire prevention
  - Evacuation procedures
  - Safe sitting, lifting and handling

| Range of Variables
Provides guidelines on different situations and contexts |

Evidence Guide
Underpinning Skills and Knowledge
- To demonstrate competence, evidence of skills and knowledge in the following is required:
  - Industry / sector insurance and liability requirements....

Context of Assessment
- This unit may be assessed on or off the job. Assessment should include........

Critical Aspects of Assessment
- Evidence should include a demonstrated understanding of the importance of working in accordance with health, safety and security procedures, and of the......

| Evidence Guide
Shows the underpinning knowledge and skills needed for this unit
Provides guidelines for assessment |

Linkages to Other Units
- This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

THE HOSPITALITY STANDARDS

The standards describe the skills and knowledge needed to work throughout the Hospitality industry. Individual units are combined to create a package of skills which suit the needs of the work situation.

HOW ARE THE STANDARDS ORGANISED AND CODED?

The following is an explanation of how the standards for the entire Hospitality industry are organised.

COMMON CORE

Competencies required by all people working in the Tourism & Hospitality Industry.

HOSPITALITY CORE

Competencies required by all people working in the Hospitality Industry.

HOSPITALITY FUNCTIONAL AREAS

Competencies required in functional areas of the Hospitality Industry
Units of competence may be selected according to the needs of a particular job.

COMMERCIAL COOKERY	COMMERCIAL CATERING	ASIAN COOKERY	PATISSERIE	FOOD & BEVERAGE	FRONT OFFICE	HOUSE KEEPING	SECURITY	GAMING

GENERAL UNITS

Competencies required by some people across all Hospitality Industry sectors
Units of competence may be selected according to the needs of a particular job

CUSTOMER SERVICE, SALES & MARKETING	HYGIENE, HEALTH, SAFETY & SECURITY	GENERAL ADMIN.	FINANCIAL ADMIN	COMPUTER TECHNOLOGY	TRAINING	LEADERSHIP

WHAT ARE THE MAIN FEATURES OF COMPETENCY STANDARDS?

CODING

Each nationally endorsed unit of competence has been allocated a unit code. This national code consists of:-

➢ a national identifier for those Hospitality units reviewed and developed as part of the Hospitality Training Package "THH".

➢ common core unit identifier for Tourism and Hospitality "COR".

➢ hospitality core unit identifier "HCO".

➢ stream/functional area identifier. For example G - Gaming, H - Housekeeping, FB - Food and Beverage etc.

➢ general unit identifier "G".

➢ a version descriptor. The first version descriptor for all recently reviewed and developed units of competence is "A". As revisions are undertaken and units of competence are updated, the version identifier will change to B, C, D etc to reflect the changes.

Example:-

NATIONAL CODE	*UNIT CODE*	*VERSION DESCRIPTOR*	*UNIT TITLE*
THH	COR01	A	Work With Colleagues and Customers
THH	HCO01	A	Develop and Update Hospitality Industry Knowledge
THH	BKA01	A	Organise and Prepare food
THH	BCC01	A	Use Basic Methods of Cookery
THH	BCAT01	A	Prepare Food According to Specific Dietary & Cultural Needs
THH	BPAT01	A	Prepare and Produce Pastries
THH	BFB01a	A	Clean Tidy Bar Areas
THH	BG01	A	Operate A Gaming Location
THH	BFO01	A	Receive and Process Reservations
THH	BH01	A	Provide Housekeeping Services to Guests
THH	BHTS01	A	Maintain Security of Premises and Property
THH	GCS01	A	Develop and Update Local Knowledge
THH	GHS01	A	Follow Workplace Hygiene Procedures
THH	GGA01	A	Communicate on the Telephone
THH	GFA01	A	Process Financial Transactions
THH	GCT01	A	Access & retrieve Computer Data
THH	GTR01	A	Coach other in Job Skills
THH	GLE01	A	Monitor Workplace Operations

Please note that an individual unit of competence does not have a formal level. It is only when units are packaged together in a qualification that a level is decided.

ARE THERE ANY TIPS ON USING THE STANDARDS?

Here are a few pointers to use to help you in using the standards:-

➢ The standards are statements about what people need to be **able to do** in the workplace - they are not designed to cover the details of training that may be needed for people to acquire the skills.

➢ The standards are written to be general enough to apply to the range of situations in the hospitality industry. Therefore you will see statement like 'in accordance with enterprise procedure' or 'as appropriate to the work situation'. **The standards provide a guide which can then be taken and tailored to meet the needs of specific sectors and business.**

➢ Remember the standards must allow for flexible tailoring and targeting of training and assessment.

➢ When using the standards take advantage of all the information that is provided. Often the Range of Variables and Evidence guides will provide extra information to help you achieve the results you need.

➢ While individual units of competence define the skills and knowledge in a particular area of work, it is the combination of several units which creates a meaningful outcome in the workplace. All users are encouraged to mix, match and combine units to meet specific needs.

You will find further information and guidance on using competency standards and other elements of the Hospitality Training Package in the "USER GUIDE PROFESSIONAL DEVELOPMENT RESOURCE" produced by Tourism Training Australia. Contact your local Tourism Training office for details.

IDENTIFICATION OF KEY COMPETENCIES WITHIN COMMERCIAL CATERING STANDARDS

	COMPETENCY	COMMUNICATING IDEAS & INFORMATION	COLLECTING, ANALYSING & ORGANISING INFORMATION	PLANNING & ORGANISING ACTIVITIES	WORKING WITH OTHERS & IN TEAMS	USING MATHEMATICAL IDEAS & TECHNIQUES	SOLVING PROBLEMS	USING TECHNOLOGY
THHBTHS01A	*Maintain The Security Of Premises And Property*	1	2	1	1	1	1	1
THHBTHS02A	*Determine And Use Reasonable Security Force To Control Access To And Exit From Premises*	2	2	2	1	1	2	2
THHBTHS03A	*Maintain Safety Of Premises And Personnel*	2	2	2	2	1	2	2
THHBTHS04A	*Manage Intoxicated Persons*	2	1	1	1	-	2	-
THHBTHS05A	*Operate Basic Security Equipment*	-	1	1	-	-	1	1
THHBTHS06A	*Apprehend Offenders*	2	2	2	1	-	2	-
THHBTHS07A	*Screen Baggage And People To Minimise Security Risk*	2	1	1	1	-	2	1
THHBTHS08A	*Escort And Carry Valuables*	1	1	1	1	-	1	-
THHBTHS09A	*Control Crowds*	2	2	2	2	-	2	-
THHBTHS10A	*Employ Batons and Handcuffs*	1	1	-	-	-	1	1
THHBTHS11A	*Interpret Information From Advanced Security Equipment*	1	2	2	1	-	1	2
THHBTHS12A	*Operate Central Monitoring/ Communication Station*	2	2	2	1	-	2	2
THHBTHS132A	*Monitor Field Staff Activity From Control Room*	2	2	2	2	-	2	2
THHBTHS14A	*Operate Security Vehicle*	1	1	1	1	-	1	1
THHBTHS15A	*Manage Dogs For Patrol*	1	2	1	-	-	1	-
THHBTHS16A	*Provide Lost And Found Facility*	1	1	-	-	-	1	-
THHBTHS17A	*Observe And Monitor People*	1	2	2	2	-	2	-
THHADTHS01A	*Plan And Conduct Evacuation Of Premises*	3	3	3	3	-	3	2
THHADTHS02A	*Provide For Safety Of VIPs*	3	3	3	2	-	2	2

Unit THHBTHS01A

Maintain the Security of Premises and Property

Unit Descriptor	This unit covers the competencies for both mobile and static guarding and includes monitoring the alarms on the premises and responding to alarm calls.

Element	Performance Criteria
1 **Patrol premises**	• Frequency and duration of visits to access points and control points and routine telephone/radio calls to control room are conducted according to assignment instructions. • Equipment is checked for serviceability according to standard operating procedures. • Faults and damage to security equipment are identified, reported and recorded according to assignment instructions. • Faults and damage to security equipment are rectified or replaced where authorised to do so, and when within area of responsibility. • Factors which increase the risk to security are identified during patrol, reported, regularly monitored and recorded according to assignment instructions. • Previously reported risk factors are monitored and reported until rectified.
2 **Monitor installed system on premises**	• System malfunctions are reported and recorded. • Electronic security and protection systems are set and verified according to assignment instructions. • Building management/energy management systems are set and verified according to assignment instructions. • Source of signal received is identified, documented and appropriate action taken. • Content of activity log is maintained in an appropriate and legible manner and according to assignment instructions. • After hours contacts are made where appropriate to the situation and correctly documented according to assignment instructions. • After hours contacts are made where appropriate to the situation and correctly documented according to assignment instructions.

3	**Respond to hotel security alarm calls displays**	• The alarm signal is interpreted correctly. • The cause of alarm and the action taken are notified to central office and/or police or fire brigade. • Codes/call signs are used appropriately in all radio/telephone communication. • Fire control systems are isolated and reset, including band smoke machines, according to State Pyrotechnic Regulations. • Incidents are reported in the incident log. • The alarm site is attended as assigned.
4	**Comply with pyrotechnic regulations**	• State/Territory regulations regarding pyrotechnic displays are observed and monitored.
5	**Undertake specific site observation**	• Observation of the site is undertaken according to assignment instructions. • The observation position is selected appropriate to the situation and the nature of the assignment. • Identified incidents are acted upon according to assignment instructions, client and legal requirements.

Range of Variables

- This unit applies to security operations in the following premises:
  - hotels/motels
  - pubs
  - commercial catering establishments
  - convention centres
  - casinos
  - clubs
  - restaurants
  - resorts
  - theme parks
  - tourist attractions.

- Types of assignment may include:
  - occupied premises
  - unoccupied premises
  - static guard
  - mobile patrol
  - control room operations.

- Type of access may include:
  - doors
  - gates
  - shutters
  - fire and emergency doors
  - windows
  - skylights
  - cellar grills
  - hatches
  - roof
  - perimeter barriers
  - drains
  - lifts.

- Types of patrol may include:
  - foot and vehicle patrol.

- Security equipment may include:

- locks
- bolts
- door fastenings
- window fastenings
- lighting
- security cabinets
- safes
- desks
- beams
- trip wires
- computers
- screens
- sirens
- electronic equipment.

- Types of risk may include:
  - flood
  - fire explosion
  - intruder(s)
  - vandals
  - vehicles and equipment in suspicious places
  - sensitive material or correspondence left in public view
  - gas leaks
  - storms
  - power failures.

- Systems may include:
  - intruder alarms
  - fire alarms
  - CCTVs
  - security video recorders
  - computerised or manual energy management program
  - computerised or manual building management program
  - telephone system - mobile or public
  - radio system - portable or car mounted
  - screening equipment
  - sprinkler systems
  - smoke detectors.

- Logs may include:
  - fire/intruder alarm logs
  - CCTV logs
  - computer/manual for energy management and building management
  - management
  - lift alarm logs
  - incident log book.

- Assignment Instructions are those specified in the client/customer brief.

- Type of signal may include:
  - fire alarm
  - lift alarm
  - electronic alarm (audible & silent)
  - equipment alarms
  - gas alarm
  - coolroom alarms.

- Hotel security alarm calls may be:
  - fire alarms
  - isolation to band smoke machines
  - pyrotechnic displays.

- Source of signal includes alarm panel and sectors.

Evidence Guide

- Evidence should include observation in the hospitality work environment or a simulated situation.

- Evidence should include a demonstrated capacity to:
  - correctly interpret and act upon client requirements

  - correctly carry out site procedures and instructions, and identify and respond to faults, damage and factors which increase the security risk

  - accurately interpret signals and information being received and respond to alarm signals

  - undertake specific site monitoring assignments

  - select appropriate site monitoring procedures given the assignment requirements.

- Evidence includes correctly completed and maintained:
  - reports - client, supervisor

  - electronic devices (cards, scanners) time clocks

  - radio checks

  - written reports

  - computer reports

  - logs, journals and activity reports.

- Underpinning knowledge and skills required include:
  - the steps necessary to arrange alarm deactivation

  - alarm systems and locations

  - communication codes

  - operation of communication equipment

  - control system operation

  - signal types and meaning

  - maker's/customer's instructions

  - client's instructions

  - surveillance techniques

  - security equipment installed

  - risk factors

  - site layout

  - building security procedures

  - knowledge of state/territories regulations regarding pyrotechnic regulations.

Unit THHBTHS02A

Determine and Use Reasonable Security Force to Control Access To and Exit From Premises

Unit Descriptor	This unit deals with monitoring and managing the access/exit of persons and vehicles to and from premises including key control and site lock up.

Element	Performance Criteria
1 Control persons entering and leaving the site, check permits, membership cards and visitor passes	• Determine and use reasonable security force to control access to and exit from premises. • The bona-fide of persons entering premises or restricted areas is verified by checking relevant details on identification documents. • The issue and return of entry passes is controlled according to assignment instructions. • Incidents which infringe employer/client instructions are reported and recorded. • Persons attempting to gain entry without authorisation are reported and recorded as appropriate. • Persons attempting to gain entry when not adhering to company dress code are dealt with in a courteous manner. • Visitors are received in an appropriate manner, appropriate person(s) notified and escort provided if necessary according to establish assignment instructions.
2 Inspect baggage and/or vehicles	• Requests to search a person's property are made according to assignment instructions, and having regard to legal requirements. • Justification for search of a person's property is clearly established having regard to federal, state or territory law. • Searches are carried out according to assignment instructions. • Stolen, illegal or improper items found during a search are dealt with according to assignment and legal requirements. • Clients are notified of items found during search; further instructions are sought and acted upon where necessary. • Persons refusing search request are reported according to assignment instructions.

3	**Manage vehicular traffic**	• Vehicle access and issue of vehicle passes are controlled according to assignment instructions.
		• Vehicle parking is permitted according to assignment instructions, relevant laws and by-laws.
		• Vehicle incidents or accidents are reported to appropriate person and recorded.
		• Efficient parking plans are drawn up and management of car park facilities is undertaken including cashier accountability.
		• Concierge and valet parking duties are provided when required.
4	**Check loading docks, loads and manifests entering and leaving site**	• Vehicle access and issue of vehicle passes is controlled according to assignment instructions.
		• Items being transported from the premises or site are checked against relevant documentation according to assignment instructions.
		• Vehicles entering/leaving the site are checked and/or monitored according to assignment instructions.
		• Loading docks are monitored and regularly patrolled.
5	**Manage access control systems**	• Keys and key cards are controlled, recorded and monitored according to assignment instructions.
		• Controllable physical barriers are operated according to assignment instructions.
		• Key pad and alarm entry systems are activated and deactivated according to prescribed procedures and client's instructions.
6	**Lock and unlock buildings**	• Keys, keypads, key cards and alarm panels to secure premises are used according to maker/client instructions.
		• Premises are patrolled according to assignment requirements during opening and lock up procedures.
		• Mechanical services and office equipment are turned off according to instructions.
		• The client/assignment site log book is maintained.
7	**Maintain inventory and record keeping of key systems**	• Keys are entered in key inventory system.
		• Keys are signed in and out on a shift basis.
		• Lost keys are documented and new locks installed where appropriate.
8	**Conduct visitor registration**	• Visitors are asked to report to security on entering and existing premises.
		• Visitor badges are checked regularly.
		• Security clearance for visitors is obtained from management if appropriate.

9   Manage compliance of dress codes

- Dress code notices are displayed in strategic locations and customers and clients are advised accordingly.
- Different situations are handled according to organisational policy including:
  - lending clothing
  - suggesting alternative venues.

Range of Variables

- This unit applies to security operations in the following premises:
  - hotels/motels
  - pubs
  - commercial catering establishments
  - convention centres
  - casinos
  - clubs
  - restaurants
  - resorts
  - theme parks
  - tourist attractions.

- Identification documents may include:
  - ID cards
  - visitor passes
  - work permits
  - membership cards
  - load manifests
  - goods receipts.

- Incidents may include:
  - refusal to show pass
  - lost pass
  - using a pass belonging to another party
  - accidents resulting in injury
  - vehicles incorrectly parked
  - stolen vehicles
  - forced entry of persons and/or vehicles
  - unauthorised items found during search.

- Persons may include:
  - visitors
  - staff
  - suppliers
  - sales representatives
  - contractors
  - all persons with valid reason for entering premises
  - emergency services
  - demonstrators.

- Types of assignment may include:
  - premises, property with and without vehicle barriers, with and without vehicle parking
  - note: that does not include airports, i.e. Unit refers to establishments with specialists screening sites.

- Types of barrier may include:
  - security turnstiles
  - airlock systems
  - traffic barriers
  - remotely operated doors, shutters and gates
  - keypads and card entry systems
  - computerised entry systems.

- Times are all times specified by assignment instructions.

- Key control systems may be various.

- Log Book is client site log.

Evidence Guide

- Evidence should include observation in the hospitality work environment. Where workplace observation is insufficient or not practical, simulations may be used.

- Evidence should include the proper operation of a variety of access control systems and associated equipment relevant to the assignment.

- Evidence should include demonstrated capacity to correctly:
  - secure premises and systems according to assignment instructions
  - interpret assignment needs and instructions and deal with a variety of site monitoring situations
  - identify items and goods which may be illicit, stolen or otherwise inappropriate and take necessary action.

- Evidence includes properly maintained:
  - log books
  - visitor's book
  - vehicle log
  - incident reports
  - computer entries and manifests
  - key register accounting for all keys.

- Underpinning knowledge and skills required include:
  - relevant Federal, State or Territory laws and local by-laws
  - assignment instructions
  - ability to communicate clearly and courteously with clients/customers.

Unit THHBTHS03A

Maintain Safety of Premises and Personnel

Unit Descriptor	This unit deals with effectively managing potential safety hazards including fire alarms, emergency situations, bomb threats and building evacuations. It covers competencies required to maintain the "safety" as distinct from "security" aspects of premises and the subsequent impact on people.

Element	**Performance Criteria**
1 Respond to fire or safety alarm calls	• The nature of emergency or safety situation is established. • The relevant emergency service is contacted immediately and given details of the emergency situation. • Emergency service access to site is provided as necessary. • Emergency services are provided with assistance and support according to capabilities and the situation presented. • The client is notified of the emergency situation according to assignment instructions. • All reports follow approved format and are compiled in a legible format. • Any need for changes to site operating procedures is noted and brought to the attention of the appropriate person.

2	**Take preventative action on potential security hazards**	• Intoxicated persons showing early potential of incident are readily identified and managed early.
		• Staff handling procedures are followed.
		• Crowd numbers within restricted areas are managed.
		• The potential hazard is clearly identified, located and documented according to assignment instructions.
		• Risk from potential hazards are reduced if possible, and within own area of responsibility.
		• Warning signs for swimmers and house rules and regulations are clearly displayed, for example:
		  • children to be under adult supervision for swimming pools
		  • strong current signs for beach areas
		  • areas cordoned off for sailing of non-motorised craft and boundaries for motorised craft marked
		  • C.P.R. and E.A.R. signs.
		• Patrol times for lifeguards are clearly displayed and areas closely monitored particularly out of patrol times.
		• Follow-up action is taken according to assignment instructions.

3	**Manage emergency situations**	• Familiarisation is made of guidelines on management of major incident including gas leak, bomb management, siege situations and armed robbery. • Emergency situations are investigated and assessed, and appropriate action is taken immediately. • Information identifying the location and type of emergency is given to appropriate services according to assignment instructions. • Onlookers/crowds/other persons are controlled and kept at a safe distance from the emergency. • Access points for emergency services are kept free from obstructions. • All instructions received from emergency services are carried out. • The client is notified of the emergency situation according to assignment instructions. • A complete written report is made according to assignment instructions.

4	**Respond to bomb threats**	• Bomb threat evacuation procedures are initiated according to assignment instructions. • Management/emergency services are informed immediately. • Special instructions from management or emergency services are carried out, for example, dispatch and monitoring of search teams. • Emergency services access points are kept free from obstructions. • The area around identified suspect package or location is isolated, evacuated and monitored as appropriate.
5	**Implement procedures for major incident planning**	• Procedures are in place, and implemented in the event of a major incident.
6	**Manage a deceased persons situation**	• The situation and condition of the person is assessed. • Appropriate emergency services are called, including police, ambulance and premise managers, and the exact time and location of persons is given. • The room/area is cordoned off and access is given to emergency services only. • Guests or staff members are calmed and/or treated for shock, and the facts of the event are obtained.

Range of Variables

- This unit applies to security operations in the following premises:
  - hotels/motels
  - pubs
  - commercial catering establishments
  - convention centres
  - casinos
  - clubs
  - restaurants
  - resorts
  - theme parks
  - tourist attractions.

- Types of emergencies may include:
  - chemical
  - mains
  - medical alarm
  - industrial gases
  - suspicious parking
  - highly flammable material
  - bomb
  - explosive device
  - management of deceased persons situation.

- Types of fires may include:
  - electrical
  - gaseous substances
  - flammable liquid.

- Contact with relevant emergency services may be made by:
  - telephone and mobile phone
  - 2-way radio - portable and installed
  - dedicated communications link
  - alarm (eg. hold up).

- Relevant emergency services may include:
  - fire
  - ambulance
  - state or territory emergency services
  - police
  - army bomb disposal unit.

- Potential security hazards may include:
  - potential explosives
  - levels of vats
  - pressure levels
  - valve levels/failures
  - safety risks
  - storage of chemicals
  - criminal act
  - faulty building works
  - faulty or broken equipment
  - gasses
  - damaged glass
  - suspicious or armed persons
  - intoxicated persons
  - excessive crowd numbers within restricted areas
  - swimming locations
  - atmospheric contaminants
  - fire
  - patrol of pools and beaches out of normal patrol hours
  - non compliance with house rules and regulations and/or marine law requirements
  - shark net maintenance.

- Emergency situations include:
  - gas leak
  - bombs
  - siege situations
  - armed robbery.

- Reduction of hazard risk may be achieved by:
  - removing potential hazard
  - closing off area
  - marking area or potential hazard

- notify management eg. fuel spill

- evacuation

- regular patrols.

- Appropriate persons may include:
  - building/centre management

  - maintenance

  - any other person who could reasonably be expected to deal with the potential hazard.

- Isolation may include:
  - cordoning, evacuating.

- Types of premises may include:
  - all premises within officer's responsibility

  - those defined in assignment instructions.

- Evacuation of premises to be made via:
  - prescribed primary route(s)

  - designated alternative route(s)

  - to designated assembly points.

- Safety alarms may include:
  - date/person alarm

  - medical alarms

  - hold up alarms

  - fire alarms.

Evidence Guide

- Evidence should include observation in the hospitality work environment. Where evidence is not available in the routine work environment, simulations, tests or case studies may be used.

- Evidence should include demonstrated capacity to:
  - assess a variety of potential hazards and initiate action to eliminate, reduce or otherwise deal with the hazard, eg. contagious diseases, beach conditions - strong currents, sharks, stingers etc.
  - select and use appropriate fire-fighting equipment
  - follow emergency procedures and comply with requests from emergency services
  - assess a variety of potentially dangerous situations requiring the movement of persons
  - implement established plans and procedures to control the movement of persons
  - implement bomb-threat procedures.

- Evidence includes accurately completed and maintained:
  - log books
  - incident reports.

- Underpinning knowledge and skills required include:
  - basic fire fighting equipment used on the premises
  - emergency and evacuation procedures and instructions
  - potential hazards and risks
  - site layout and access points
  - sprinkler/emergency systems
  - bomb threat procedures and instructions
  - occupational health & safety requirements
  - knowledge of infectious/contagious diseases
  - site plant and equipment
  - assignment instructions
  - ability to communicate instructions to people in emergency situations
  - marine law requirements for resort properties.

Unit THHBTHS04A

Manage Intoxicated Persons

Unit Descriptor	This unit deals with special security requirements to effectively manage intoxicated customers and guests.

Element	**Performance Criteria**

1 **Determine the level of intoxication**	• The level of intoxication is established according to standard criteria for assessing intoxication, taking into consideration the following factors:
	  • gender
	  • race
	  • culture.
	• Situations requiring back up assistance are assessed.
	• The situation is discussed courteously with the customer.

2 **Apply appropriate procedures**	• Appropriate procedures are applied according to the situation and organisational policy, including verbal warning or asking them to leave the premises. • Customer service skills are used at all times.

3 **Remove the person from premises**	• The position is explained to the customer.
	• Assistance is offered and/or given, including:
	  • room in the hotel
	  • taxi home.
	• The guest/customer is assisted to leave the premises if necessary.

4 **Provide customer service**	• Situations are analysed carefully. • Explanations are given to customers throughout the event/incident. • Suggestions and alternatives are given to customers. • A quiet and respectful tone of voice is used at all times. • Tact and discretion are used in difficult situations. • Conflict resolution skills are employed where required.
5 **Deal with underage drinkers**	• The situation is assessed. • Identification is checked. • Underaged drinkers are refused service of alcohol and advised courteously of reason. • Where underaged persons are in a restricted area, they are tactfully asked to leave.
6 **Comply with legislation**	• The relevant State or Territory liquor legislation is complied with in all situations concerning alcohol.

Range of Variables

- This unit applies to security operations in the following premises:
  - hotels/motels
  - pubs
  - commercial catering establishments
  - convention centres
  - casinos
  - clubs
  - restaurants
  - resorts
  - theme parks
  - tourist attractions.

- Situations may include:
  - dealing with difficult people (including those under the influence of drugs and/or alcohol)
  - ejection of people from the premises (where authority exists)
  - breaches of legal requirements
  - persons attempting to bring prohibited items onto the premises eg. alcohol, drugs
  - inebriation
  - abusive language to staff or other guests
  - noise disturbance to other guests
  - abusive or violent behaviour to staff or other guests.

- Persons may include:
  - staff
  - customers
  - visitors
  - contractors
  - suppliers.

- Situations are those:
  - occurring between members of the public and security personnel, and affecting the security or safety of persons, premises or property within the officer's responsibilities
  - occurring between security officers and agents/staff of the customer.

Evidence Guide

- Evidence should include observation in the hospitality work environment. Where workplace observation is not practicable, simulated situations, tests or case studies may be used.

- Evidence should include a demonstrated capacity to:
  - assess situations and propose solutions
  - use conflict resolution skills.

- Knowledge and understanding of the following is required:
  - "standard" drinks
  - effects of alcohol and factors which influence them
  - standard criteria for the assessment of intoxication (found in legislation)
  - relevant State/Territory liquor laws
  - alcohol service and the principles of patron care (responsible service of alcohol)
  - relevant State/Territory driving laws regarding driving under the influence of alcohol.

Unit THHBTHS05A

Operate Basic Security Equipment

Unit Descriptor	This unit deals with operating basic security equipment including computers, and communication equipment.

Element	**Performance Criteria**
1 **Operate communication equipment**	• All equipment is regularly checked to ensure it is operational. • All equipment is operated according to standard operating procedures.
2 **Operate computer equipment**	• Information is entered according to software instructions and sequences and standard operating procedures. • Information is entered, assessed and checked for reliability and accuracy. • Information is updated regularly where appropriate.
3 **Monitor surveillance equipment**	• Surveillance equipment is set up in accordance with management instructions. • Equipment is monitored on a constant basis.
4 **Check basic monitoring equipment**	• Records are legibly maintained according to assignment instructions. • Alarm sectors are tested according to assignment instructions. • Faulty equipment is identified and steps taken to rectify the situation according to assignment instructions. • Back-up systems are arranged.

Range of Variables

- This unit applies to security operations in the following premises:
  - hotels/motels
  - pubs
  - commercial catering establishments
  - convention centres
  - casinos
  - clubs
  - restaurants
  - resorts
  - theme parks
  - tourist attractions.

- Communications equipment may include:
  - portable and mounted 2-way radio
  - mobile phones, fax
  - pagers.

- Records may include:
  - alarm generations.

- Computerised systems may include:
  - alarm systems
  - fire, mechanical services, lifts, emergency
  - energy management program
  - various manufacturers
  - those specified in assignment instructions.

Evidence Guide

- Evidence should include observation in the hospitality work environment. Where workplace observation is insufficient or impractical, simulations may be used.

- Evidence should include demonstrated capacity to:
  - correctly select and search computer menus as appropriate
  - accurately enter a variety of relevant data
  - check and test monitoring equipment and nominate the steps necessary to rectify the situation.

- Underpinning knowledge and skills required include:
  - site and required monitoring equipment
  - operating and maintenance procedures for fire equipment
  - assignment instructions
  - communication systems as appropriate
  - employer requirements regarding collection and input of data
  - basic keyboard skills
  - identifying faulty equipment.

Unit THHBTHS06A
Apprehend Offenders

Unit Descriptor	This unit deals with the apprehension of people while undertaking security assignments.

Element	**Performance Criteria**
1 Establish if lawful arrest should be effected	• The behaviour of the suspect is clearly identified as constituting an offence according to relevant Federal, State or Territory laws or local by-laws.
	• Relevant circumstances are identified which clearly establish that an offence has been committed according to relevant Federal, State or Territory laws or local by-laws.
	• Proof of offence is established according to relevant Federal, State or Territory laws or local by-laws to justify an arrest.
	• The need to demonstrate that the arrest is justified/warranted is established.
	• Assessment is made to ensure that the arrest can be effected with minimum danger to self and the public.
2 Prepare for apprehension	• The courses of action in effecting the arrest are identified according to relevant Federal, State or Territory legal requirements or local by-laws.
	• Relevant personnel are notified of imminent arrest if appropriate and back up is called for as required.
	• The safety of self, offender and the general public are considered.
	• Optimum time, opportunity and location are selected to effect the arrest in order to ensure safety and to comply with assignment instructions, if appropriate.

3   **Perform the arrest**

- The need to restrain or secure the offender is established and action is taken according to relevant Federal, State or Territory laws or local by-laws and assignment instructions.
- Legal rights of the person being arrested are observed at all times.
- The offender is approached, and the identity and authority of the arresting officer is communicated to the offender where possible.
- Reasons for the arrest are conveyed to the offender in a clear and concise manner where possible.
- The offender and/or property are searched to obtain evidence to support the arrest if necessary, where possible, and within legal limitations.
- The offender and/or property are searched to obtain articles that may be used to harm self or others.
- Regard for OH&S aspects of self, offender and others are displayed at all times.

4   **Detain arrested person**

- The arrested person is detained according to assignment instructions and taking into account legal constraints.
- Police are notified according to establishment procedures, and supplied with all relevant details and evidence associated with the arrest.
- Clients are informed of the arrest according to assignment instructions.
- An account of the arrest is recorded according to assignment instructions and legal requirements.
- Due legal cause is clearly established in reports to police, client or employer.

Range of Variables

- This unit applies to security operations in the following premises:
  - hotels/motels
  - pubs
  - commercial catering establishments
  - convention centres
  - casinos
  - clubs
  - restaurants
  - resorts
  - theme parks
  - tourist attractions.

- Monitoring may take place by means of visual, camera, electronic, other communications.

- Apprehension includes citizens' arrest and that operating under a special warrant.

- Apprehension procedures may be those detailed in the assignment instructions and include detaining person(s) pending a police arrest.

- Time, opportunity and location of arrest may be selected based on:
  - safety
  - discretion
  - assignment instructions.

Evidence Guide

- Evidence should include observation in the hospitality work environment. Where evidence is not available in the routine work environment, simulations may be used.

- Evidence should include demonstrated capacity to:
  - interpret and adhere to agreed and lawful observation procedures
  - detect suspicious or unusual behaviour under a variety of security observation conditions and circumstances
  - accurately identify offences justifying apprehension
  - formulate and apply a plan to apprehend offender in a safe, discreet and timely manner.

- Underpinning knowledge and skills required include:
  - effective methods of detention
  - assignment instructions
  - employer policy and procedures regarding surveillance and apprehension
  - relevant Federal, State or Territory laws, and local by-laws covering the legal limitations of a security officer
  - perception and visual acumen
  - ability to distinguish the difference between normal and deviant behaviour
  - knowledge of law as it applies to citizen's arrest, and authorisation of special warrants.

Unit THHBTHS07A

Screen Baggage and People to Minimise Security Risk

Unit Descriptor	This unit deals with the screening of individuals and baggage in order to ensure the security of premises. The unit also deals with the use of screening equipment.

Element	**Performance Criteria**
1 Operate screening equipment	• Preliminary testing of equipment is performed to maker's specification. • Images are continually and consistently monitored and interpreted. • Prohibited and/or hazardous items are identified and appropriate action is taken according to assignment and legal requirements. • Faults and damage to security equipment are reported and recorded according to assignment instructions.
2 Undertake search of persons	• Need to undertake the search of a person is appropriately identified. • The search is conducted according to Federal, State or Territory laws. • The search is carried out in an appropriate manner according to assignment instructions. • Persons being searched are provided with an explanation of the reason for the search. • The search is carried out only at appropriate locations and by persons of the same gender where possible according to specific legislation.
3 Follow investigative procedure	• Upon discovery of a prohibitive item, the suspect is informed of the item discovered and the consequences. • The establishment's investigative procedures are followed.
4 Implement disciplinary procedure	• Suspension procedures are implemented when no authorised personnel are on site, and the establishment's policy and procedures are adhered to. • Police are called immediately for serious offences, for example, theft and drugs, according to establishment's policy and procedures.

Range of Variables

- This unit applies to security operations in the following premises:
  - hotels/motels
  - pubs
  - commercial catering establishments
  - convention centres
  - casinos
  - clubs
  - restaurants
  - resorts
  - theme parks
  - tourist attractions.

- Search of persons may include:
  - body search
  - pat down.

- Legal constraints include those laid down in Federal/State/Territory acts/legislation.

- Prohibited and/or hazardous items include those specified by the customer or client and by Federal, State or Territory statutes as detailed in the assignment instructions.

- Screening equipment may include:
  - hand held
  - walk through
  - conveyer type
  - dogs.

Evidence Guide

- Evidence should include observation in the hospitality work environment. Where observation in the work environment is insufficient, simulations may be used.

- Evidence should include demonstrated capacity to:
  - identify and detect items and goods which may be illicit, stolen or otherwise inappropriate and take necessary action
  - clearly indicate authority to customers and the public by means of physical presence.

- Underpinning knowledge and skills required include:
  - relevant federal, state or territory laws
  - assignment and legal requirements and procedures regarding search of persons
  - legal and client requirements associated with the seizure of goods
  - screening equipment manufacturer's operating instructions
  - ability to clearly communicate search/screening related requests
  - discretion in observing and/or searching.

Unit THHBTHS08A

Escort and Carry Valuables

Unit Descriptor	This unit deals with the safe escort and carrying of valuables. It does not include the competencies required for transport of valuables within an armoured vehicle.

Element

Performance Criteria

1   Prepare for escort assignment

- Assignment requirements are identified and clarified where necessary.
- Resource requirements are assessed and obtained according to assignment instructions.
- Adequacy of resources is appropriate to the assignment confirmed.

2   Participate in training for cash escort and movement through crowded areas

- Specialised training is conducted to escort cash and movement through crowded areas.
- Routes are changed according to departmental guidelines.
- Observation skills are used at all times during escort procedure.

3   Undertake escort

- Potential threats/problems during assignment are identified and acted upon according to the situation presented and assignment instructions.
- Escort is undertaken in a calm and professional manner according to assignment instructions.

Range of Variables

- This unit applies to security operations in the following premises:
  - hotels/motels
  - pubs
  - commercial catering establishments
  - convention centres
  - casinos
  - clubs
  - restaurants
  - resorts
  - theme parks
  - tourist attractions.

- Assignment requirements are those specified in client brief and/or assignment instructions.

- Resources may include:
  - transport
  - receptacles
  - firearms and equipment
  - specific knowledge and skills.

- Client procedures are those laid down in the assignment instructions.

- Valuables may include:
  - documents
  - precious stones
  - jewellery
  - bullion
  - cash
  - artwork.

- Potential threats may include:
  - hold up
  - vehicle accidents
  - suspicious circumstances.

Evidence Guide

- Evidence should include observation in the hospitality work environment. Where workplace observation is insufficient or impractical, simulations may be used.

- Evidence should include demonstrated capacity to:
  - carry out escort assignments in a manner appropriate to assignment needs

  - monitor and assess all factors which might impact on the escort security and react in an appropriate manner where necessary.

- Underpinning knowledge and skills required include:
  - equipment required to complete the assignment

  - assignment procedures

  - assessment and monitoring of factors which may affect the safety and security of the escort both prior to and during its conduct

  - observation skills in identifying the likely source of risks.

Unit THHBTHS09A

Control Crowds

Unit Descriptor	This unit deals with the assessment of venue sites, control of crowd size and behaviour, and direction of crowds.

Element	**Performance Criteria**
1 Inspect venue **-temporary structures** **-fire exits according to** **legislation**	• Precautionary crowd exit procedures are anticipated on arrival by identifying the number and location of exits, unlocking these as required and recording crowd exit details according to assignment requirements. • Communication between security personnel within the venue site is ensured by checking all communication equipment on arrival. • Communication to and from the venue is ensured by checking all communication equipment on arrival.
2 Provide security presence	• Security of venue is indicated to the crowd by taking up a guard position which provides maximum exposure to venue and minimum risk. • Current security status of the venue and crowd are communicated regularly and as required to the supervisor or duty manager.
3 Monitor crowd size	• Maximum crowd size is ascertained from assignment instructions. • Crowd size is monitored and managed to ensure correct numbers for maximum legal limit to any given space.
4 Respond to potential **crowd problems**	• Persons or situations that may cause a breach of client licence, are identified and appropriate action is taken. • Potential problems are identified and action is taken according to assignment instructions. • Persons behaving in a potentially disruptive manner are approached and advised of conditions of acceptable behaviour in an appropriate manner according to assignment requirements.

5	**Monitor crowd behaviour and safety**	• Unusual crowd patterns, behaviours and mood changes are identified.
		• Identified problem spots are reported or acted on as required by assignment instructions.
		• Site/venue access is controlled according to assignment instructions.
		• Distress alarms are responded to according to assignment instructions.
		• Potential safety problems are identified, notified to appropriate personnel and actioned as appropriate.
		• Need for back up support is recognised and acted upon immediately.
		• Force is used no more than necessary to render the situation harmless according to assignment and legal requirements.
6	**Direct crowds**	• People are directed to correct location(s) as specified and according to previously identified crowd control measures.
		• People are directed in a manner appropriate to the situation and according to assignment, client and legal requirements.
		• People are directed in a manner which minimises risk of injury to crowd and self.
7	**Cordon off appropriate areas**	• Problem areas are identified with VIP party officials or police.
		• Designated areas are cordoned off.

Range of Variables

- This unit applies to security operations in the following premises:
  - hotels/motels
  - pubs
  - commercial catering establishments
  - convention centres
  - casinos
  - clubs
  - restaurants
  - resorts
  - theme parks
  - tourist attractions.

- Venues may include:
  - outdoor and indoor venues
  - private functions
  - public events
  - licensed premises
  - sporting events
  - protests.

- Communication equipment may include:
  - 2-way radio
  - telephone
  - mobile telephone
  - public address systems
  - megaphone
  - hand signals.

- Persons posing a potential threat to client's safe operation of venue may include:
  - intoxicated persons
  - under age persons
  - persons under the influence of prohibited substances
  - persons causing a public nuisance.

- Indications of disruptive or potentially disruptive behaviour may include:
  - noise build up

  - greater concentration of crowds

  - crowds or individuals under the influence of alcohol/drugs

  - individuals in an unsuitable location.

- Potential hazards may include:
  - conflict between members of the crowd

  - conflict between security staff and members of the crowd

  - demonstrations

  - use of alcohol/drugs

  - failure to comply with direction/request from authorised person

  - noise, light, heat, limited space, fatigue, glass, furniture and fittings, stairways, smoke, weapons, clothing, equipment, lack of facilities (eg. toilets) decorations and utilities.

- Use of force continuum guidelines include those set down by Federal, State or Territory police services.

Evidence Guide

- Evidence should include observation in the hospitality work environment.

- Evidence should include capacity to:
  - accurately evaluate site/venue layout prior to assignment
  - assess and communicate security status of the venue to nominated personnel
  - detect disruptive and potentially disruptive behaviour and deal with it in an appropriate manner
  - maintain a professional presence as a deterrent to potentially disruptive individuals and groups
  - accurately identify crowd size problems and assess steps to be taken
  - apply use of minimum force continuum guidelines.

- Underpinning knowledge and skills required include:
  - conflict resolution skills
  - relevant Federal/State/Territory laws, regulations and local by-laws
  - use of communications equipment and systems
  - distress alarm and action to be taken
  - assessment and monitoring of crowd behaviour, size, safety and direction.

Unit THHBTHS10A

Employ Batons and Handcuffs

Unit Descriptor	This unit covers all aspects of selecting, carrying, operating and maintaining a variety of batons/handcuffs.

Element	**Performance Criteria**
1 Carry batons/handcuffs	- Batons/handcuffs are carried according to assignment and legal requirements. - The need for use of batons/handcuffs is identified according to assignment and legal requirements. - Batons/handcuffs are selected according to appropriate need and Federal, State or Territory law. - Batons/handcuffs are checked on receipt and return to ensure they meet employer safety requirements.
2 Use batons/handcuffs	- Batons/handcuffs are used according to standard procedures outlined in accreditation training and assignment instructions. - Batons/handcuffs are operated safely according to legal minimum force guidelines and with no more force than is necessary to render the situation harmless.

Range of Variables

- This unit applies to security operations in the following premises:
  - hotels/motels
  - pubs
  - commercial catering establishments
  - convention centres
  - casinos
  - clubs
  - restaurants
  - resorts
  - theme parks
  - tourist attractions.

- Minimum force guidelines include those set down by:
  - State, Territory or Federal legislation
  - State, Territory or Federal police services.

- Faults may include:
  - rust on equipment
  - damaged batons
  - jagged edges
  - cracks
  - dents.

Evidence Guide

- Evidence should include observation in the work environment. Where workplace observation is insufficient or impractical, simulations or case studies may be used.

- Evidence should demonstrate a capacity to:
  - justify the carrying and use of batons/handcuffs in various security situations and circumstances
  - assess situations and options available before selecting appropriate batons/handcuffs
  - select batons/handcuffs appropriate to a variety of situations and conditions
  - apply use of force continuum guidelines.

- Underpinning knowledge and skills required include:
  - relevant legal, licensing and employer requirements
  - guidelines for the carrying and use of batons/handcuffs
  - safe use and handling of batons/handcuffs.

Unit THHBTHS11A

Interpret Information from Advanced Security Equipment

Unit Descriptor	This unit deals with the operation and control of advanced security systems, and responding to situations identified through their use in other than central stations.

Element   **Performance Criteria**

1   Evaluate information from multiple sources

- Complex systems are operated and monitored according to assignment instructions.
- Information conveyed by complex systems is interpreted and acted upon according to client brief and assignment instructions.
- Systems information is cross-checked by reference to companion monitoring systems where appropriate and possible.

2   Respond to situations identified through security systems

- The situation is assessed by reference to all available information, and a response is formulated and implemented according to the client brief and assignment procedures.
- All incidents and actions are recorded and reported according to employer policies and procedures.

3   Maintain control of security systems

- Systems are monitored and tested to ensure their performance is within defined operational guidelines.
- Suspected or actual malfunctions or failures are actioned and reported according to employer policies and procedures.
- Back up procedures are implemented.

Range of Variables

- This unit applies to the security operation in the following premises:
  - hotels/motels
  - pubs
  - commercial catering establishments
  - convention centres
  - hospitals
  - casinos
  - clubs
  - restaurants
  - resorts
  - theme parks
  - tourist attractions.

- Sources of information systems may include:
  - closed circuit television systems
  - infra-red sensors
  - movement detectors
  - wide angle cameras
  - intelligent building systems
  - electronic field detection systems
  - acoustic sensors
  - automatic entrance and exit devices
  - other intruder alarm systems
  - other access control systems
  - weighbridge operation
  - fire alarms.

- Incident reports may be:
  - verbal
  - written.

- Companion monitoring systems are parallel systems and may be a written record or electrical monitoring systems.

- Operational guidelines may include:
  - employer
  - manufacturers

- client.

Evidence Guide

- Evidence should include observation in the hospitality work environment. Where workplace evidence is insufficient, simulations may be used.

- Evidence should include demonstrated capacity to:
  - formulate and implement appropriate responses based on the information available
  - comply with client's requirements and procedures.

- Underpinning knowledge and skills required include:
  - client's procedures and requirements
  - security systems and equipment
  - employer policies and procedures
  - decision making skills.

Unit THHBTHS12A

Operate Central Monitoring/Communication Station

Unit Descriptor	This unit deals with updating information, monitoring and responding to control centre alarms and communicating alarm activation to staff and clients. It also deals with the transfer of information and responsibility to incoming monitoring staff.

Element	Performance Criteria
1 Update monitoring centre information	• Client input is assessed and an appropriate template followed. • Responses for alarms and managed time zones are formatted according to instructions. • Changes to client data base are completed as required.
2 Commission client systems	• Field technical staff are recognised and authorised to generate signals from the system according to employer policy and procedures. • Incoming signals are verified for status and description.
3 Assess the authenticity of client/customer requests	• The authenticity of incoming callers is verified according to assignment instructions. • Passwords and codes are requested and verified according to assignment instructions. • All changes to client information and/or requirements is verified according to assignment instructions. • The authenticity of the caller when disputed or in question is referred to appropriate personnel.
4 Hand-over duties	• Debriefing sessions are conducted with the outgoing shift according to assignment instructions. • Carry-over issues requiring resolution or attention are identified and allocated priority and appropriate resources. • Takeover of duties is completed according to assignment procedures.

| 5 | **Respond to alarms received** | • The alarm alert is identified and checked to determine location and priority according to employer policy and procedures.
• Alarm activation is notified to relevant personnel and actioned according to employer requirements and/or client policies and procedures.
• The status of the initial alarm is monitored regularly and changes in alarm status immediately notified to relevant personnel. |

Range of Variables

- This unit applies to security operations in the following premises:
    - hotels/motels
    - pubs
    - commercial catering establishments
    - convention centres
    - casinos
    - clubs
    - restaurants
    - resorts
    - theme parks
    - tourist attractions.

- Alarms may include:
    - security alarms
    - fire alarms
    - building management alarms
    - medical alarms
    - duress alarms
    - motor vehicle tracking (vehicles, asset, people)
    - closed circuit TV systems (CCTV)
    - communications status
    - industrial alarms.

- Action required may include:
    - notification of relevant personnel
    - notification of related services
    - dispatch of response/recovery services
    - specific instructions as recorded in client brief
    - standard operating procedures
    - assessment of risk
    - assessment of response/recovery required
    - data update via verified input
    - database recovery procedures
    - escalation procedures.

- Field technical staff may include:
    - system conversion technicians

- installation technicians

- other authorised persons.

- Change in alarm status may include change from single to multiple activation to CCTV.

- Client requirements include those contained in:
  - the client brief

  - alarm service information

  - alarm response procedures.

Evidence Guide

- Evidence should include observation in the hospitality work environment. Where workplace evidence is insufficient, simulations, and tests may be used.

- Evidence should include demonstrated capacity to:
  - implement and monitor routine hand-over of duties

  - evaluate security and distress alarms and communication status signals relevant to own workplace, and determine a course of action based on client/employer instructions.

- Underpinning knowledge and skills required include:
  - alarm systems and equipment

  - customer/assignment procedures and requirements

  - password and code procedures

  - client brief

  - decision making skills when evaluating alarm signals

  - communication skills for responding to alarm signals.

Unit THHBTHS13A

Monitor Field Staff Activity From Control Room

Unit Descriptor	This unit deals with monitoring the safety and activities of field staff from a control room perspective. It also deals with coordinating responses to alarms and providing back-up support to field staff when needed.

Element	**Performance Criteria**
1 Monitor safety of field staff	• Field staff are continually monitored to ensure contact with the communication centre are maintained according to employer policy and individual assignment requirements. • All incidents, emergencies and failures to communicate with communication centre, are identified and dealt with according to assignment instructions. • Situations requiring back-up are identified and resources allocated to assist field officers, according to assignment instructions.
2 Monitor security activity of field staff	• Variations to standard operating procedures are checked according to assignment procedures, and notified to relevant personnel. • Field staff log-in calls are monitored to ensure compliance with assignment requirements. • All procedures are documented according to employer policy.
3 Co-ordinate responses to alarm signals	• Availability of security personnel is assessed and officers despatched as appropriate to the alarm situation. • Security personnel are provided with full, accurate and timely information to allow maximum effectiveness when attending the scene. • Security personnel's attendance at the scene of alarm is monitored, and the need for back-up resources identified and acted upon.
4 Monitor security of vehicles in car parks	• Security patrols are undertaken according to establishment's procedures. • Surveillance cameras in car parks are monitored at all times.

Range of Variables

- This unit applies to the security operation in the following premises:
  - hotels/motels
  - pubs
  - commercial catering establishments
  - convention centres
  - hospitals
  - casinos
  - clubs
  - restaurants
  - resorts
  - theme parks
  - tourist attractions.

- Alarms may include:
  - security alarms
  - building management alarms
  - safe alarms
  - medical alerts
  - fire alarms
  - duress/hold up alarms
  - access control alarms.

- Action required may include:
  - notification of relevant personnel
  - notification of emergency services
  - dispatch of field support staff
  - specific instructions as recorded in client brief.

- Change in alarm status may include change from single to multiple activation.

- Client requirements include those contained in:
  - the client brief
  - alarm service information.

Evidence Guide

- Evidence should include observation in the work environment. Where workplace evidence is insufficient, simulations, tests and/or case studies may be used.

- Evidence should include demonstrated capacity to:
  - accurately assess various situations involving field staff (including emergencies) and take appropriate and timely action
  - co-ordinate responses security, fire and access control alarms.

- Underpinning knowledge and skills required include:
  - communications equipment and systems
  - customer/assignment procedures and requirements
  - field equipment and human resource requirements
  - communication skills when sending and relaying information to field staff and/or emergency services
  - decision making skills when analysing the need to provide backup or other support resources for field staff.

Unit THHBTHS14A

Operate Security Vehicle

Unit Descriptor	This unit deals with maintaining and operating security vehicles under routine as well as response conditions.

Element	Performance Criteria
1 Maintain vehicle condition	• The condition of the vehicle is checked regularly according to employer policy and procedures. • Faults and malfunctions are identified and reported according to employer procedures. • Routine vehicle requirements are attended to in a timely manner and according to employer procedures.
2 Drive to/from assignments	• The vehicle is driven according to Federal, State or Territory road and traffic statutes and regulations. • The most direct route to the assignment is chosen having regard to traffic and road conditions. • The vehicle is parked and secured according to manufacturer's instructions and assignment requirements.
3 Drive in response to an alarm signal or back-up request	• The vehicle is driven according to Federal, state or Territory road and traffic laws and assignment instructions. • The quickest route is chosen to the scene of emergency or alarm based on traffic and road conditions. • The vehicle is driven in a manner which minimises risk of injury to self, other personnel and the public at all times.

Range of Variables

- This unit applies to the security operation in the following premises:
  - hotels/motels
  - pubs
  - commercial catering establishments
  - convention centres
  - hospitals
  - casinos
  - clubs
  - restaurants
  - resorts
  - theme parks
  - tourist attractions.

- Vehicles may include:
  - motor cars and vans
  - motor cycles
  - 4-wheel drive vehicles.

- Road conditions may include:
  - traffic, weather and road surfaces.

Evidence Guide

- Evidence should include observation in the work environment. Where workplace evidence is insufficient, simulations, tests and questions are to be used.

- Evidence should include demonstrated capacity to:
  - drive, park and secure vehicle under a variety of routine conditions
  - comply with federal, state or territory road and traffic regulations and employer vehicle procedures.

- Underpinning knowledge and skills required include:
  - employer's vehicle policy and procedures
  - basic vehicle components and operation
  - reading and applying local street directory.

Unit THHBTHS15A
Manage Dogs for Patrol

Unit Descriptor	This unit deals with the competencies required to select, manage and maintain dogs used for security assignments. It includes both the skill required to manage security dogs as well as the knowledge of where, when and how they are used. This unit does not include the competencies required to train a dog used for security work.

Element — Performance Criteria

1   Select a suitable dog

- The suitability of the dog is confirmed against assignment requirements using established criteria.
- The compatibility of the dog and handler is established.
- The dog's standard of efficiency is established by successfully completing training certification as required by the employer and/or State, Territory or Federal law.
- The dog's operating efficiency is maintained according to employer policy and/or licensing requirements.

2   Maintain the health and hygiene of the dog

- The health, hygiene and stability of the dog assessed and maintained according to animal health and welfare requirements, employer policy and state or local by-laws.
- A record of the dog's health is maintained according to employer policy and health regulations.
- The dog's hygiene maintained according to employer policy and state or local by-laws.
- The need to retire or dispose of the dog is identified according to animal health and welfare and legal requirements.

3   Conduct dog patrol

- The patrol is planned and conducted according to employer policy and client requirements.
- The dog is managed in a manner which provides minimal risk of injury to the public, dog and the handler.
- The dog is controlled according to employer and legal requirements.
- Injuries to persons or the dog are attended to in a timely manner and reported and recorded according to employer and legal requirements.

4 **Respond to situations requiring the use of a dog**
- The need to use the dog as a security measure in response to the request or alarm is identified.
- Results of assignments are reported and recorded in a timely manner.
- The dog is transported according to employer and animal welfare requirements.

Range of Variables

- This unit applies to the security operation in the following premises:
  - hotels/motels
  - pubs
  - commercial catering establishments
  - convention centres
  - hospitals
  - casinos
  - clubs
  - restaurants
  - resorts
  - theme parks
  - tourist attractions.

- Dog handling team includes security officer and dog.

- Legal requirements may include, Federal, State or Territory laws or local by-laws.

- Established criteria may include employer policy, client requirements and breeders guide book.

- Animal health and welfare may include RSPCA and other animal welfare organisations.

- Situations requiring the use of a dog may include assisting with an arrest, search of property, search of baggage, foot/motor patrols.

- Dog patrols may include search of buildings and patrol of buildings, sites and crowds.

Evidence Guide

- Evidence should include observation in the work environment. Where this is not possible, simulations may be used.

- Evidence should include demonstrated capacity to:
  - respond to rapidly changing circumstances while handling a dog
  - apply the correct challenge release and arrest procedures for apprehending intruders
  - manage the health and hygiene of a dog including ability to detect signs of ill health
  - handle a dog both leashed and unleashed
  - apply the general safety procedures when handling and maintaining a dog in a working environment
  - comply with relevant dog licensing regulations.

- Underpinning knowledge and skills required include:
  - appropriate selection criteria
  - employer's dog policy and procedures
  - animal health and welfare requirements
  - legal requirements in relation to the handling, use and ownership of dogs
  - kennel management (both routine and emergency treatment of sick or injured dogs)
  - assignment requirements
  - insurance liability
  - maintenance of dog handling equipment
  - dog licensing regulations
  - capabilities and limitations of a trained dog
  - ability to handle a dog weighing a minimum of 40kgs
  - use of standard commands such as sit, down, stay, come, leave, no and ok
  - principles of scent, sight and sound.

Unit THHBTHS16A

Provide Lost and Found Facility

Unit Descriptor	This unit deals with the correct management of a lost & found facility.

Element	Performance Criteria
1 Follow lost and found procedures	• The location, date and time where the item is found or lost is established.
2 Complete lost and found documentation	• A description of the item and details is recorded in Lost & Found Book or Register. • The located item is tagged and filed in date order in an appropriate location.
3 Follow procedures for items claimed	• The claimed item is signed/dated by claimant and ID checked.

Range of Variables

- This unit applies to the security operation in the following premises:
  - hotels/motels

  - pubs

  - commercial catering establishments

  - convention centres

  - hospitals

  - casinos

  - clubs

  - restaurants

  - resorts

  - theme parks

  - tourist attractions.

- Lost articles/items may include:
  - inexpensive items

  - expensive items including cameras, jewellery, cash, clothing etc.

- Items may be stored in:
  - lost and found cupboard

  - hotel safe.

Evidence Guide

- Evidence should include observation in the hospitality work environment. Where workplace observation is not possible or impractical, simulations may be used.

- Evidence should include demonstrated capacity to:
  - communicate on the telephone
  - utilise administration skills.

- Evidence should include:
  - correctly completed workplace documents including log/lost and found book, files
  - correctly maintained filing systems.

- Underpinning knowledge and skills required include:
  - knowledge of establishment's lost and found procedures
  - knowledge of value of goods/items
  - knowledge of locations/areas within the establishment.

Unit THHBTHS17A

Observe and Monitor People

Unit Descriptor	This unit deals with the observation and monitoring of people to maintain security, and taking appropriate action to prevent loss or damage to property and/or personnel.

Element	Performance Criteria
1 **Prepare to monitor/observe**	• Assignment instructions are confirmed with the client. • Appropriate equipment to undertake assignment is selected and tested. • The location is established to maximise visual observation of site target.
2 **Check identification cards**	• Identification cards are checked, and display is ensured on entering the premises. • Spot checks are conducted regularly.
3 **Monitor authorised access areas**	• Authorised access areas are monitored by cameras. • Authorised access areas are monitored by personnel.
4 **Observe/monitor items unattended**	• Unattended items are monitored and checked. • Where unattended items are under suspicion, the area is cordoned off and police notified.
5 **Respond to persons behaving suspiciously**	• Individuals or groups behaving in a suspicious and/or unusual manner are identified and monitored according to agreed assignment instructions. • Suspicious incidents are recorded using video surveillance tapes and/or photographic evidence of persons, or other means as determined in assignment instructions.
6 **Respond to unlawful or suspicious behaviour**	• The commitment of an offence or behaviour which constitutes an offence is identified. • Proof of commitment of the offence is obtained. • The level of appropriate response is identified in accordance with applicable laws pertaining to the surveillance operation. • Help of colleagues is enlisted in the operation as required. • Relevant authorities are notified if required.

Range of Variables

- This unit applies to the security operation in the following premises:
  - hotels/motels
  - pubs
  - commercial catering establishments
  - convention centres
  - hospitals
  - casinos
  - clubs
  - restaurants
  - resorts
  - theme parks
  - tourist attractions.

- Monitoring may take place by means of visual, camera, electronic, other communications and surveillance equipment and systems.

- Relevant authorities may include police or emergency services.

Evidence Guide

- Evidence should include demonstrated capacity to:
  - detect suspicious behaviour under a variety of security observation conditions and circumstances
  - accurately identify offences justifying action or apprehension.

- Underpinning knowledge and skills required include:
  - relevant Federal, State or Territory laws, or local by-laws
  - assignment instructions.

Unit THHADTHS01A

Plan and Conduct Evacuation of Premises

Unit Descriptor	This unit deals specifically with the planning and evacuation of premises, taking into account the safety of persons.

Element	**Performance Criteria**
1 Contribute to writing of policy and procedures for an evacuation situation	• Evacuation policy and procedures are analysed and discussed. • Evacuation policy and procedures are written.
2 Participate in conducting staff evacuation drills	• Staff evacuation drills are scheduled on a regular basis. • Drills are conducted in accordance with evacuation policy and procedures.
3 Communicate regularly with fire wardens	• Fire Wardens are identified in the differing locations. • Regular communication meetings are established. • Spontaneous visits/briefings are conducted with Fire Wardens. • Fire Wardens receive necessary documentation/notices.
4 Conduct evacuations	• Evacuations are conducted according to policy and procedures. • Instructions and explanations are given clearly. • Evacuation of premises is carried out according to building/site evacuation plan and/or assignment instructions.

Range of Variables

- This unit applies to the security operation in the following premises:
  - hotels/motels
  - pubs
  - commercial catering establishments
  - convention centres
  - hospitals
  - casinos
  - clubs
  - restaurants
  - resorts
  - theme parks
  - tourist attractions.

- Types of evacuation may include:
  - fire
  - bomb
  - poisonous gases
  - highly flammable material
  - explosive device.

- Types of fires may include:
  - electrical
  - gaseous substances
  - flammable liquids and fats
  - combustible materials.

- Contact with relevant emergency services may be made by:
  - telephone and mobile phone
  - 2-way radio - portable and installed
  - dedicated communications link
  - direct alarm link.

- Relevant emergency services may include:
  - fire
  - ambulance
  - state/territory emergency services
  - police
  - army bomb disposal unit.

- Potential safety hazards may include:
  - falling debris
  - smoke inhalation
  - incorrect/insufficient information on location and intensity of the fire
  - stairway exits blocked
  - incorrect use of fire fighting equipment
  - potential explosives
  - pressure levels.

- Reduction of hazard risk may be achieved by:
  - removing potential hazard
  - closing off area
  - marking area or potential hazard
  - notify management.

- Appropriate persons may include:
  - building/centre management
  - maintenance
  - security department
  - any other person who could reasonably be expected to deal with the potential hazard.

- Isolation may include:
  - all premises within officer's responsibility
  - those defined in assignment instructions.

- Evacuation of premises to be made via:
  - prescribed primary route(s)
  - designated alternative route(s)
  - to designated assembly point.

- Safety alarms may include:
  - date/person alarm
  - fire alarm.

Evidence Guide

- Evidence should include observation in the hospitality work environment. Where evidence is not available in the routine work environment, simulations, tests or case studies may be used.

- Evidence should include demonstrated capacity to:
  - assess a variety of potential hazards and initiate action to eliminate, reduce or otherwise deal with the hazard
  - select and use appropriate fire-fighting equipment
  - follow emergency procedures and comply with requests from emergency services
  - assess a variety of potentially dangerous situations requiring the movement of persons
  - implement established plans and procedures to control the movement of persons including persons with disabilities, the aged, children, etc.
  - implement bomb-threat procedures.

- Evidence includes accurately completed and maintained:
  - log books
  - incident reports.

- Underpinning knowledge and skills required include:
  - basic fire fighting equipment
  - emergency and evacuation procedures and instructions
  - potential hazards and risks
  - site layout and access points
  - sprinkler/emergency systems
  - bomb threat procedures and instructions
  - occupational health & safety requirements
  - site plant and equipment
  - assignment instructions
  - ability to communicate instructions to people in emergency situations
  - compliance with Australian standards for emergency control, organisation procedures for buildings no. As 3745: 1990.

Unit THHADTHS02A

Provide for Safety of VIPs

Unit Descriptor	This unit deals with ensuring the safety of persons under various assignment conditions and includes the escort of persons.

Element	**Performance Criteria**
1 Identify potential threats to client safety	• Assignment arrangements are clarified where necessary and any resource requirements are assessed and identified. • Factors which may affect the safety of the escorted person are identified and acted upon according to the situation presented and assignment instructions, for example, particular hazards such as stairways, ledge drop offs and stage barriers. • The person to be escorted is advised appropriately of all factors which may affect their safety.

2 Run security checks on relevant staff	• Appropriate staff are selected to attend to the VIP according to selection criteria of establishment, including:
	  • length of service
	  • recommendations from previous guests
	  • language skills.
	• Security checks are conducted on selected persons by police including Special Branch for political persons.
	• Clearance is established from security check and a `top security ID card' or colour coded tag relevant for the specific visit, is issued by Special Branch.
	• Staff are instructed to carry I.D. at all times.
	• Mail, letters, faxes are delivered to Security Room only.
	• An overall liaison officer is appointed to manage the visit.

3 Conduct search of premises	• A search plan of the entire premises is drawn up together with police. • Briefing is arranged with appropriate members of the search team. • The search is conducted according to drawn up plan. • Premises staff are alerted, particularly when dogs are used in search. • Lifts are keyed off if appropriate.

4   **Establish and guard `no go zones/areas'**
- `No go zones/areas' are identified and locations with police, body guards of VIPs or press secretary agreed as appropriate.
- Duty rosters are established for 24 hour surveillance of area/zone.
- Existing camera surveillance equipment is adequately utilised in specified zone and monitored 24 hours a day.
- Lifts are keyed off as and when appropriate, according to VIP schedule.
- Negotiation and communication with VIP's own security staff is carried out.

5   **Provide all relevant information to staff**
- All relevant information on VIP's visit is communicated to staff, including informing them of any areas out-of-bounds.
- Staff are informed of details of visit on a "needs to know" basis with emphasis on strict confidentiality, even to friends and family.
- Body guards, police or other staff of the VIP are issued special ID cards for access back of house, and all staff briefed accordingly.
- Changes to schedule of VIP are communicated immediately to appropriate persons.
- Training for security and relevant staff is conducted weeks prior to the event.
- Ensure that security and staff involved in the visit participate in all briefings and training sessions as appropriate.
- Staff are given a full brief immediately prior to the visit.

6   **Install and test surveillance and communication equipment**
- Additional surveillance equipment is identified with relevant persons, including police and body guards of VIP.
- Sites are checked and installation overseen.
- Equipment is tested to ascertain if functioning and providing coverage required.
- Test runs are conducted on each piece of communication and surveillance equipment prior to visit.
- A test run is completed on each piece of communication equipment immediately prior to arrival time.

7   **Set up a central `command post'**
- A central `command post' is established which is free from heavy traffic flow, private, able to be secured and has close street access.
- Food and beverage is supplied or accessed, and toilet facilities in the vicinity of the `command post' are identified.

8	**Key off lifts**	• Communications are sent out well in advance in situations when lifts are to be keyed off so operations staff can reschedule and plan daily workflow. • Notices are placed appropriately so that attempts are not made to use allocated lifts during the specified time. • Access to lifts is cordoned off and one security officer placed in position until VIP party arrives. • Additional lifts are keyed off for back-up 5 mins prior to VIP arrival and then released once VIP has reached the destination.
9	**Make final checks and conduct dress rehearsal**	• Sight tests are conducted and all security and appropriate persons in place prior to arrival. • Communications tests are conducted, all persons and security are in place, and test is re-run when arrival time is given by approaching VIP party. • A dress rehearsal is conducted when all persons are in position. • Feedback is given at end of rehearsal and last minute changes are given. • A last communication check is conducted and all-clear is verified for arrival. • Clearance is given for arrival to VIP party.
10	**Greet and escort**	• Introductions and identification is given to VIP. • VIP and party are escorted to designated area according to assignment instructions. • Observation skills are utilised at all times. • People are escorted in a manner appropriate to the assignment. • Appropriate responses to changing circumstances are formulated and reassessed throughout the assignment.

Range of Variables

- This unit applies to the security operation in the following premises:
  - hotels/motels
  - pubs
  - commercial catering establishments
  - convention centres
  - hospitals
  - casinos
  - clubs
  - restaurants
  - resorts
  - theme parks
  - tourist attractions.

- Resources may include:
  - transport
  - receptacles
  - firearms and equipment
  - specific knowledge and skills
  - police assistance, to provide road closures, dog searches etc.

- VIPs may include:
  - executive personnel
  - royalty, heads of state, political overseas guests/visitors, pop stars, bands etc.

- Communication equipment may include:
  - 2-way radio
  - telephone
  - mobile telephone (with restrictions)
  - pager service
  - in house camera systems.

- Persons posing a potential threat to client's safety may include:
  - intoxicated persons
  - persons under the influence of prohibited substances
  - persons causing a public nuisance
  - politically motivated persons
  - mentally disturbed persons.

- Indications of disruptive or potentially disruptive behaviour may include:
  - noise build-up
  - greater concentration of crowds
  - crowds or individuals under the influence of alcohol/drugs
  - individuals in an unsuitable location.

- Potential hazards may include:
  - conflict between members of the crowd
  - conflict between security staff and members of the crowd
  - demonstrations
  - use of alcohol/drugs
  - failure to comply with direction/request from authorised person
  - hysteria of fans
  - mobbing and surging forward of people/fans en masse
  - people blocking access to premises
  - thrown objects
  - people fainting/ill in a crowd.

Evidence Guide

- Evidence should include observation in the hospitality work environment. Where workplace observation is insufficient or impractical, simulations may be used.

- Evidence should include demonstrated capacity to:
  - accurately identify and assess all factors which might impact on the safety of the escorted person, and the capacity to convey that information to the person when and if appropriate
  - accurately assess a variety of assignment needs and instructions, and determine approaches and resources to be applied.

- Underpinning knowledge and skills required include:
  - equipment required to complete the assignment
  - assignment procedures regarding the escort of people
  - observation skills in identifying the likely source of risks
  - interpersonal and communication skills required to carry out escort assignments
  - relevant federal/state/territory laws, regulations and local by-laws
  - use of communications equipment and systems
  - distress alarm and action to be taken.