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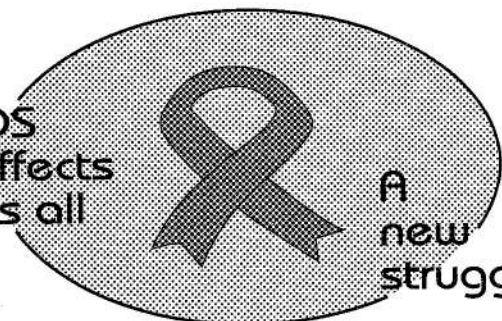
Vol. 423

PRETORIA, 4 SEPTEMBER 2000

No. 21529

We all have the power to prevent AIDS

AIDS
affects
us all



A
new
struggle

Prevention is the cure

**AIDS
HELPLINE**

0800 012 322

DEPARTMENT OF HEALTH

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GOVERNMENT NOTICES

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

No. 867

4 September 2000

*Established in terms of Act 58 of 1995*

SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

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

Financial Services

registered by NSB 03, Business, Commerce and Management Studies, publishes the following unit standards-based qualifications for public comment.

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

Comment on the qualifications and unit standards should reach SAQA at the address below *by no later than 30 September 2000*. All correspondence should be marked **Standards Setting – SGB Financial Services**, and be addressed to

The Director: Standards Setting and Development
SAQA

Attention: Mr M.C. Cosser

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SAMUEL B.A. ISAACS
EXECUTIVE OFFICER

BANKING QUALIFICATIONS MAP

QUALIFICATION	FUNDAMENTAL	CORE	ELECTIVE	TOTAL CREDITS
National Certificate in Banking Level 2	36 credits from Level 2 Mathematics: 16 Communication: 20	16 credits from Banking at Level 2	6 credits from Banking at Level 2 or above 14 credits from Banking Related fields at Level 2 or above 8 credits from Fundamental learning areas at Level 2 or above 40 credits from learner's choice above or below Level 2	120 credits 16 Core at Level 2 36 Fundamental at Level 2 8 Fundamental at Level 2 or above 60 Electives at Level 2 or above
National Certificate in Banking Level 3	36 credits from Level 3 Mathematics: 16 Communication: 20	16 credits from Banking at Level 3	6 credits from Banking at Level 3 or above 14 credits from Banking Related fields at Level 3 or above 8 credits from Fundamental learning areas at Level 3 or above 40 credits from learner's choice above or below Level 3	120 credits 16 Core at Level 3 36 Fundamental at Level 3 8 Fundamental at Level 3 or above 60 Electives at Level 3 or above

National Certificate in Banking Level 4	36 credits from Level 4 Mathematics: 16 Communication: 20	16 credits from Banking at Level 4	6 credits from Banking at Level 4 or above 14 credits from Banking Related fields at Level 4 or above 8 credits from Fundamental learning areas at Level 4 or above 40 credits from learner's choice above or below Level 4	120 credits 16 Core at Level 4 36 Fundamental at Level 4 8 Fundamental at Level 4 or above 60 Electives at Level 4 or above
National Certificate in Banking Level 5	36 credits from Level 5 Mathematics: 16 Communication: 20	16 credits from Banking at Level 5	6 credits from Banking at Level 5 or above 14 credits from Banking Related fields at Level 5 or above 8 credits from Fundamental learning areas at Level 5 or above 40 credits from learner's choice above or below Level 5	120 credits 16 Core at Level 5 36 Fundamental at Level 5 8 Fundamental at Level 5 or above 60 Electives at Level 5 or above

UNIT STANDARDS FOR BANKING**Unit standards titles and specific outcomes – NQF Level 2****1. Title: Administer and maintain a Security Information Library.**

Specific Outcome 1.1: Log security records in.

Specific Outcome 1.2: Withdraw security records from filing location.

Specific Outcome 1.3: Provide, on request, copies of security documents in custodianship.

Specific Outcome 1.4: Maintain the image and accuracy of the library.

2. Title: Follow trading procedures in a treasury.

Specific Outcome 2.1: Display an understanding of internal and external regulations pertaining to the relevant trading environment.

Specific Outcome 2.2: Initiate, conduct and reconcile deal.

Specific Outcome 2.3: Adhere and display an understanding of trading limits.

3. Title: Perform administrative functions in the back office of a treasury.

Specific Outcome 3.1: Complete confirmation process.

Specific Outcome 3.2: Complete settlement process.

Specific Outcome 3.3: Complete recording and accounting procedures.

4. Title: Issue credit cards.

Specific Outcome 4.1: Prepare for embossment of cards.

Specific Outcome 4.2: Emboss blank cards.

Specific Outcome 4.3: Prepare card items for delivery.

Unit Standard titles and specific outcomes – NQF Level 3**1. Title: Capture entries onto a system.**

Specific Outcome 1.1: Prepare for capture.

Specific Outcome 1.2: Capture the entries.

Specific Outcome 1.3: Handle the vouchers correctly.

2. Title: Trace entries on behalf of other parties.

Specific Outcome 2.1: Verify the details of the query.

Specific Outcome 2.2: Trace the entry.

Specific Outcome 3.3: Provide the details of the queried transaction to the other party.

3. Title: Handle rejected money transfers.

Specific Outcome 3.1: Establish the nature of the rejected money transfers appearing on the report(s).

Specific Outcome 3.2: Establish the reason for the rejection.

Specific Outcome 3.3: Expunge the rejected transfer entries.

4. Title: Process transaction record reports.

Specific Outcome 4.1: Identify items that need to be checked.

Specific Outcome 4.2: Scrutinise the accuracy of capturing.

Specific Outcome 4.3: Resolve discrepancies.

Specific Outcome 4.4: Sign off the report.

5. Title: Process exceptions on value and data exception reports.

Specific Outcome 5.1: Establish the action required to resolve exceptions.

Specific Outcome 5.2: Action the exceptions appearing on the report.

6. Title: Produce copies of statements on the customer's behalf.

Specific Outcome 6.1: Verify the details of the request.

Specific Outcome 6.2: Produce the statement.

Specific Outcome 6.3: Record the action taken.

7. Title: Ensure the correctness of internal vouchers.

Specific Outcome 7.1: Scrutinise the internal transaction vouchers.

Specific Outcome 7.2: Ensure that vouchers and reports are stored correctly.

8. Title: Process cash requisitions for salaries and wages.

Specific Outcome 8.1: Handle requisitions for salaries and wages.

Specific Outcome 8.2: Attend to queries.

9. Title: Transfer monies to and from the treasury.

Specific Outcome 9.1: Collect notes and specie.

Specific Outcome 9.2: Deliver notes and specie.

Specific Outcome 9.3: Present end-of-day cash balances.

10. Title: Control bulk cash teller operations.

Specific Outcome 10.1: Oversee teller operations.

Specific Outcome 10.2: Control cash holdings.

Specific Outcome 10.3: Run security checks.

11. Title: Process rejected and missing items.

Specific Outcome 11.1: Receive and sort rejected and missing items.

Specific Outcome 11.3: Attend to queries.

12. Title: Control the processing of missing and rejected items.

Specific Outcome 12.1: Check and scrutinise reports.

Specific Outcome 12.2: Contact agent banks about mismatches and irregularities.

Specific Outcome 12.3: Control and monitor incident reports.

Specific Outcome 12.4: Attend to escalated queries.

13. Title: Attend to special clearance items.

Specific Outcome 13.1: Prepare cheques for special clearance.

Specific Outcome 13.2: Process special clearance cheques.

Specific Outcome 13.4: Record the information.

14. Title: Process unpaid, late unpaid and rejected cheques.

Specific Outcome 14.1: Identify unpaid and rejected cheques on a report.

Specific Outcome 14.2: Process late unpaid cheques.

Specific Outcome 14.3: Follow-up on unpaid, late unpaid and rejected cheques.

15. Title: Check non-MICR customer vouchers.

Specific Outcome 15.1: Process transaction vouchers.

Specific Outcome 15.2: Sign off authorised transactions.

16. Title: Scrutinise vouchers for technical irregularities.

Specific Outcome 16.1: Examine vouchers or copies of vouchers.

Specific Outcome 16.2: Process the vouchers and reports.

Specific Outcome 16.3: Check for irregularities.

Specific Outcome 16.4: Deal with irregularities.

17. Title: Sort and image cheques and vouchers.

Specific Outcome 17.1: Prepare the cheques and vouchers.

Specific Outcome 17.2: Operate the machine.

Specific Outcome 17.3: Despatch the cheques and vouchers.

18. Title: Control a suite of ATM machines.

Specific Outcome 18.1: Draw and keep control of cash prior to loading ATM machines.

Specific Outcome 18.2: Replenish the cash in the ATM machines.

Specific Outcome 18.3: Attend to the removal and control of depository envelopes and tally rolls from the ATM machine.

Specific Outcome 18.4: Return cash, cards and deposits to the treasury.

Specific Outcome 18.5: Plan for future needs.

19. Title: Investigate claims on behalf of the branch.

Specific Outcome 19.1: Investigate the potential claim.

Specific Outcome 19.2: Report the potential loss to the relevant authorities.

Specific Outcome 19.3: Process the approval/decline of the claim.

20. Title: Contact a customer in the event of a possible loss.

Specific Outcome 20.1: Obtain the customer contact information.

Specific Outcome 20.2: Advise the customer of a potential loss.

21. Title: Follow procedures to resolve a loss.

Specific Outcome 21.1: Categorise the loss.

Specific Outcome 21.2: Prevent the customer from increasing the size of the loss.

Specific Outcome 21.3: Recover all available funds.

Specific Outcome 21.4: Take appropriate action.

Specific Outcome 21.5: Report to the relevant authorities.

22. Title: Attempt to recover a loss from a customer.

Specific Outcome 22.1: Arrange for the recovery of the loss with the customer.

Specific Outcome 22.2: Monitor the customer's financial conduct.

23. Title: Authorise and release foreign exchange payments.

Specific Outcome 23.1: Verify the relevant information on the source document.

Specific Outcome 23.2: Release the transaction.

24. Title: Reconcile Nostro and Vostro accounts.

Specific Outcome 24.1: Manage Nostro accounts.

Specific Outcome 24.2: Manage Vostro accounts.

Specific Outcome 24.3: Scrutinise accounts.

Specific Outcome 24.4: Identify and resolve outstanding items.

Specific Outcome 24.5: Attend to the interest charges resulting from mismatches.

Specific Outcome 24.6: Handle queries.

25. Title: Authorise and release foreign exchange payments.

Specific Outcome 25.1: Verify the relevant information on the source document.

Specific Outcome 25.2: Release the transaction.

26. Title: Capture mortgage loan application details.

Specific Outcome 26.1: Create a Customer Information Record.

Specific Outcome 26.2: Create a Mortgage Loan Record.

Specific Outcome 26.3: Verify mortgage loan records with approved application.

27. Title: Provide, on request, mortgage loan information.

Specific Outcome 27.1: Provide information on financial transactions.

Specific Outcome 27.2: Provide information for tax and audit purposes.

Specific Outcome 27.3: Provide information on the status of the mortgage loan account.

28. Title: Prepare and finalise finance documentation for safekeeping.

Specific Outcome 28.1: Ensure the accuracy of the documentation.

Specific Outcome 28.2: Attend to correspondence and instructions received.

Specific Outcome 28.3: Prepare finance documentation for safekeeping.

29. Title: Effect and finalise instructions to close finance accounts.

Specific Outcome 29.1: Ensure the feasibility of an instruction to close a finance account.

Specific Outcome 29.2: Reconcile finance account.

Specific Outcome 29.3: Close a finance account.

30. Title: Administer instructions to instate or cancel insurance cover on a moveable asset based account.

Specific Outcome 30.1: Handle instructions to instate insurance cover.

Specific Outcome 30.2: Handle instructions to cancel insurance cover.

Specific Outcome 30.3: Confirm the accuracy of effected transactions.

31. Title: Administer instructions to release original securities from custodianship.

Specific Outcome 31.1: Ascertain the documents to be released.

Specific Outcome 31.2: Acquire original documents to be released.

Specific Outcome 31.3: Release original documents.

Specific Outcome 31.4: Monitor the status of released securities.

32. Title: Ensure and maintain the validity of securities in custodianship.

Specific Outcome 32.1: Validate the soundness of securities submitted for safekeeping.

Specific Outcome 32.2: Realise securities in custodianship.

Specific Outcome 33.3: Handle the proceeds of securities at maturity.

33. Title: Administer requests to re-issue credit cards.

Specific Outcome 33.1: Validate requests to re-issue credit cards.

Specific Outcome 33.2: Handle notifications of lost and/or stolen cards.

Specific Outcome 33.3: Process requests for duplicate cards.

34. Title: Effect and Monitor the release of credit cards to cardholders.

Specific Outcome 34.1: Administer the collection of cards by cardholders at point of representation.

Specific Outcome 34.2: Handle undelivered card items.

Specific Outcome 34.3: Resolve queries regarding cards not received.

35. Title: Adhere to the fundamental legal requirements when taking in and processing documents for opening and operating a banking account for an individual, sole proprietorship and a partnership.

Specific Outcome 35.1: Determine the mandate and contractual capacity of the customer with reference to the contract being entered into.

Specific Outcome 35.2: Select, take in and complete documentation relevant to the contract being entered into.

Specific Outcome 35.3: Verify the fundamental legal aspects relating to documentation.

Specific Outcome 35.4: Comply with the legal requirements when entering into and finalising a contract.

36. Title: Adhere to the fundamental legal requirements when taking in and processing documents for opening and operating a banking account for an individual, sole proprietorship and a partnership.

Specific Outcome 36.1: Determine the mandate and contractual capacity of the customer with reference to the contract being entered into.

Specific Outcome 36.2: Select, take in and complete documentation relevant to the contract being entered into.

Specific Outcome 36.3: Verify the fundamental legal aspects relating to documentation

Specific Outcome 36.4: Comply with the legal requirements when entering into and finalising a contract.

37. Title: Provide Customer Service.

Specific Outcome 37.1: Present a positive image to customers.

Specific Outcome 37.2: Respond to customers in an appropriate manner under varying circumstances.

Specific Outcome 37.3: Provide additional information and promote banking products and services.

38. Title: Provide customer service in given situations.

Specific Outcome 38.1: Identify elements of good service in a given situation.

Specific Outcome 38.2: Provide customer service in a given situation.

Specific Outcome 38.3: Respond to customer complaints in a given situation.

39. Title: Attend to customer enquiries face-to-face and on the telephone.

Specific Outcome 39.1: Demonstrate personal skills required for positions involving customer contact.

Specific Outcome 39.2: Greet and attend to customer enquiries face-to-face.

Specific Outcome 39.3: Attend to customer requests over the telephone.

Specific Outcome 39.4: Respond to customer complaints face-to-face and on the telephone.

40. Title: Control note and specie orders and clearances.

Specific Outcome 40.1: Order and clear cash to/from SBV services.

Specific Outcome 40.2: Process and reconcile records of cash received and dispatched.

Specific Outcome 40.3: Attend to queries.

41. Title: Operate sort machinery.

Specific Outcome 41.1: Prepare documents prior to machine sort.

Specific Outcome 41.2: Prepare and maintain the machine.

Specific Outcome 41.3: Oversee the run.

Specific Outcome 41.4: Report procedures effectively.

Unit Standards titles and specific outcomes – NQF Level 4**1. Title: Process electronic reports.**

Specific Outcome 1.1: Prepare for reconciliation.

Specific Outcome 1.2: Scrutinise the reports.

Specific Outcome 1.3: Balance retrospective day entries.

Specific Outcome 1.4: Record current day processing amounts.

Specific Outcome 1.5: Ensure that suspense accounts have been expunged.

Specific Outcome 1.6: Balance suspense accounts for entries passed to other accounting Entities.

2. Title: Monitor cash centre reports and accounts.

Specific Outcome 2.1: Scrutinise reports for irregularities, discrepancies and errors.

Specific Outcome 2.2: Reconcile and balance accounts.

Specific Outcome 2.3: Attend to queries.

3. Title: Resolve rejected foreign exchange items and SWIFT messages.

Specific Outcome 3.1: Identify and resolve the rejected item or SWIFT message.

Specific Outcome 3.2: Attend to queries.

4. Title: Administer payments of the proceeds of a mortgage loan.

Specific Outcome 4.1: Prepare payment of the proceeds of a mortgage loan.

Specific Outcome 4.2: Effect payment of the proceeds of a mortgage loan.

Specific Outcome 4.3: Advise borrower of obligations in terms of loan agreement.

5. Title: Authorise mortgage loan payments.

Specific Outcome 5.1: Confirm the accuracy of mortgage loan records.

Specific Outcome 5.2: Verify validity of mortgage loan payments.

Specific Outcome 5.3: Authorise mortgage loan payment instructions.

6. Title: Effect and finalise mortgage loan cancellation instructions.

Specific Outcome 6.1: Determine and issue cancellation figures.

Specific Outcome 6.2: Secure and obtain settlement amount.

Specific Outcome 6.3: Reconcile and close mortgage loan account.

7. Rectify irregularities on mortgage loan records.

Specific Outcome 7.1: Determine reasons for the variance.

Specific Outcome 7.2: Resolve variances on the mortgage loan record.

Specific Outcome 7.3: Confirm resolved variances.

8. Administer post-registration changes to a mortgaged property

Specific Outcome 8.1: Handle post-registration changes to a bonded property.

Specific Outcome 8.2: Handle post-registration endorsements to the ownership of bonded properties.

Specific Outcome 8.3: Amend mortgage loan records in terms of post-registration changes.

9. Administer amendments to finance accounts.

Specific Outcome 9.1: Handle changes to the status of the account.

Specific Outcome 9.2: Handle changes to the structure of the finance contract.

Specific Outcome 9.3: Effect changes on finance accounts.

10. Title: Investigate and resolve irregularities on finance records.

Specific Outcome 10.1: Investigate variances on finance records.

Specific Outcome 10.2: Resolve variances on finance records.

Specific Outcome 10.3: Confirm resolved variances.

11. Title: Adhere to the fundamental legal requirements when taking in and processing documents for opening and operating a banking account for a Corporate.

Specific Outcome 11.1: Determine the mandate and contractual capacity of the customer with reference to the contract being entered into.

Specific Outcome 11.2: Select, take in and complete documentation relevant to the contract being entered into.

Specific Outcome 11.3: Verify the legal aspects relating to documentation.

Specific Outcome 11.4: Comply with the legal requirements when entering into and finalising a contract.

12. Title: Adhere to the legal requirements when taking in and processing documents for opening and operating a banking account for a Club or Association or Trust.

Specific Outcome 12.1: Determine the mandate and contractual capacity of the customer with reference to the contract being entered into.

Specific Outcome 12.2: Select, take in and complete documentation relevant to the contract being entered into.

Specific Outcome 12.3: Verify the legal aspects relating to documentation.

Specific Outcome 12.4: Comply with the legal requirements when entering into and finalising a contract.

13. Title: Respond to customer requests.

Specific Outcome 13.1: Update customer profile information.

Specific Outcome 13.2: Process a request to stop payment on a cheque or debit order.

Specific Outcome 13.4: Process stop order instructions.

14. Title: Process Customer ATM Card requests.

Specific Outcome 14.1: Issue new and replacement ATM cards.

Specific Outcome 14.2: Cancel ATM Cards.

Specific Outcome 14.3: Setup additional ATM Services.

15. Title: Maintain and Monitor Investment Accounts.

Specific Outcome 15.1: Renew an Investment.

Specific Outcome 15.2: Take In a Notice of Withdrawal.

Specific Outcome 15.3: Close an Investment Account.

Specific Outcome 15.4: Resolve Investment Queries.

16. Title: Provide Information Services.

Specific Outcome 16.1: Provide customer with account statements and balances.

Specific Outcome 16.2: Attend to customer inquiries.

Specific Outcome 16.3: Provide interest information.

17. Title: Manage physical security risks during branch operations.

Specific Outcome 17.1: Identify and monitor physical security risks when opening, operating and closing the branch.

Specific Outcome 17.2: Maintain and monitor security equipment.

Specific Outcome 17.3: Control and implement procedures to minimise security risks.

18. Title: Control and manage cash and security documents in the branch.

Specific Outcome 18.1: Monitor the collection and delivery of cash by SBV.

Specific Outcome 18.2: Monitor cash holdings.

Specific Outcome 18.3: Control security documentation.

19. Title: Identify credit risks when preparing and recommending new proposals.

Specific Outcome 19.1: Apply lending principles and processes when formulating new business proposals.

Specific Outcome 19.2: Identify credit risks relating to new business proposals.

Specific Outcome 19.3: Establish credit relationship with customer.

Specific Outcome 19.4: Assess and recommend proposal for credit decision.

Specific Outcome 19.5: Perform administrative duties.

20. Title: Personal banking - establish a customer's financial situation.

Specific Outcome 20.1: Collect the customer's financial information.

Specific Outcome 20.2: Record the customer's financial profile.

21. Title: Personal banking - conduct an analysis of a customer's financial position.

Specific Outcome 21.1: Analyse the customer's financial history.

Specific Outcome 21.2: Analyse the balance sheet.

Specific Outcome 21.3: Establish the creditworthiness of the customer.

Specific Outcome 21.4: Create an overall financial profile for the customer.

Specific Outcome 21.5: Submit the motivation for credit approval.

22. Title: Personal banking - open a savings or transmission account.

Specific Outcome 22.1: Establish the nature of the client's needs.

Specific Outcome 22.2: Link the customer's need to the appropriate product.

Specific Outcome 22.3: Open the account.

23. Title: Personal banking - provide a standard credit-based solution.

Specific Outcome 23.1: Establish the nature of the customer's needs.

Specific Outcome 23.2: Establish the financial situation of the customer.

Specific Outcome 23.3: Link the customer's needs to the appropriate product.

Specific Outcome 23.4: Complete the documentation.

Specific Outcome 23.5: Convey the result of the credit application.

Specific Outcome 23.5: Arrange the credit facility.

Specific Outcome 31.2: Greet and attend to customer enquiries face-to-face.

Specific Outcome 31.3: Attend to customer requests over the telephone.

32. Title: Establish and develop sales client relationships.

Specific Outcome 32.1: Demonstrate an in-depth working knowledge of consumer behaviour.

Specific Outcome 32.2: Initiate interpersonal communication with sales clients.

Specific Outcome 32.3: Assess and respond to client needs.

Specific Outcome 32.4: Maintain and improve client relationships.

33. Title: Communicate product information and provide product support to sales clients.

Specific Outcome 33.1: Determine and communicate product purposes, features and benefits.

Specific Outcome 33.2: Explain physical specifications and operating requirements.

Specific Outcome 33.3: Communicate safety aspects and provisions of warranties, guarantees and product and service undertakings.

Specific Outcome 33.4: Demonstrate product operations.

Specific Outcome 33.5: Establish product performance feedback processes.

34. Title: Provide sales related services.

Specific Outcome 34.1: Identify prospective clients and establish their needs.

Specific Outcome 34.2: Establish and manage client base.

Specific Outcome 34.3: Develop and apply interpersonal and selling skills to sell products and services.

Specific Outcome 34.4: Maintain and improve client relationships.

35. Title: Operate systems to accommodate the defined situation within a treasury.

Specific Outcome 35.1: Use applicable trading systems.

Specific Outcome 35.2: Use applicable word processing and spread-sheeting systems.

Specific Outcome 35.3: Use company specific information providing systems.

36. Title: Issue certificates of balances and tax certificate.

Specific Outcome 36.1: Issue a certificate of balance.

Specific Outcome 36.2: Issue a tax certificate.

Unit Standards titles and specific outcomes – NQF Level 5

1. Title: Administer releases of units against a bonded property for development.

Specific Outcome 1.1: Handle requests for releasing units from a bonded property.

Specific Outcome 1.2: Effect notifications of registered releases against a bonded property

Specific Outcome 1.3: Amend mortgage loan record regarding release changes.

2. Title: Monitor and audit releases of units against a bonded property for development.

Specific Outcome 2.1: Confirm the accuracy of records on unit releases.

Specific Outcome 2.2: Confirm the accuracy of the development bond account.

Specific Outcome 2.3: Assure that mortgagee's security remains secure.

3. Title: Distribute South African legal tender.

Specific Outcome 3.1: Formulate and provide annual new currency orders.

Specific Outcome 3.2: Administer and co-ordinate South African currency movements.

4. Title: Manage new currency design.

Specific Outcome 4.1: Manage the project relative to the development of a new note series.

Specific Outcome 4.2: Research security and design features.

Specific Outcome 4.3: Conduct research.

5. **Title: Ensure the quality of South African legal tender.**
 - Specific Outcome 5.1: Manage the quality of South African legal tender.
 - Specific Outcome 5.2: Procure currency note processing machines and peripheral equipment.
 - Specific Outcome 5.3: Manage the maintenance of currency processing equipment.
 - Specific Outcome 5.4: Decommission redundant equipment.
 - Specific Outcome 5.5: Provide guidelines and procedures for the processing of currency.
6. **Title: Manage the prevention of counterfeiting of currency.**
 - Specific Outcome 6.1: Manage a counterfeit currency system.
 - Specific Outcome 6.2: Generate and disseminate early warning advice.
7. **Title: Review, formulate and initiate policies and rules.**
 - Specific Outcome 7.1: Identify and evaluate policy change requirements.
 - Specific Outcome 7.2: Provide recommendations.
8. **Title: Inspect and monitor basic foreign exchange transactions.**
 - Specific Outcome 8.1: Plan and prepare for an inspection.
 - Specific Outcome 8.2: Conduct an inspection.
 - Specific Outcome 8.3: Finalise the inspection.
 - Specific Outcome 8.4: Monitor foreign exchange transactions.
9. **Title: Evaluate and respond to basic requests outside the ambit of exchange control rulings.**
 - Specific Outcome 9.1: Capture applications.
 - Specific Outcome 9.2: Process applications.
 - Specific Outcome 9.3: Formulate replies.
 - Specific Outcome 9.3: Provide input to new currency design.

10. Title: Process Banking Transactions.

Specific Outcome 10.1: Identify Customer Requirements.

Specific Outcome 10.2: Check and Process Transactions.

Specific Outcome 10.3: Finalise the transaction.

11. Title: Manage cash in till or under counter safe.

Specific Outcome 11.1: Maintain the cash.

Specific Outcome 11.2: Balance and trace differences in cash.

Specific Outcome 11.3: Manage the cash.

12. Title: Purchase Foreign Instruments from a customer.

Specific Outcome 12.1: Purchase cheques/travellers cheques.

Specific Outcome 12.2: Purchase Foreign Notes.

Specific Outcome 12.3: Process Inward Transfers.

13. Title: Sell Foreign Instruments to a customer.

Specific Outcome 13.1: Sell a Draft.

Specific Outcome 13.2: Sell Foreign Notes, Travellers Cheques & Drafts for travel purposes

Specific Outcome 13.3: Process Outward Transfers.

14. Title: Maintain the Automated Teller machine (ATM).

Specific Outcome 14.1: Manage and balance the ATM cash.

Specific Outcome 14.2: Deal with ATM deposits and captured ATM cards.

Specific Outcome 14.3: Maintain the ATM.

15. Title: Educate a customer on bank products and services.

Specific Outcome 15.1: Prepare for the training session on bank products and services.

Specific Outcome 15.2: Conduct a training session on a bank product or service.

Specific Outcome 15.3: Evaluate the training session on bank products and services.

16. Title: Process and Control Non-Resident and Emigrants.

Specific Outcome 16.1: Process Emigration Formalities.

Specific Outcome 16.2: Control Emigrants Blocked Assets and Funds.

Specific Outcome 16.3: Monitor and Control Non-Resident Rand Accounts.

17. Title: Monitor and Control Purchases and Sales of Exchange (Form E & Form A).

Specific Outcome 17.1: Evaluate Forms for the Purchase and Sale of Exchange (Form E Form A).

Specific Outcome 17.2: Monitor and Control Allowances.

Specific Outcome 17.3: Control Offshore Investments by Natural Persons Resident in South Africa.

Specific Outcome 17.4: Control of Exports for goods for sale abroad.

Specific Outcome 17.5: Control of Exports of goods not for sale.

18. Title: Set and maintain service level agreements for Fleet Management Services.

Specific Outcome 18.1: Set and Adhere to Service Level Agreement.

Specific Outcome 18.2: Maintain and Monitor Customer Accounts.

Specific Outcome 18.3: Train Customers on Products and Procedures.

19. Title: Take In and Control Safe Custody Items.

Specific Outcome 19.1: Take In Safe Custody Item.

Specific Outcome 19.2: Uplift Safe Custody Items.

Specific Outcome 19.3: Control Items Held In Safe Custody.

20. Title: Process cards for Fleet Management Services

Specific Outcome 20.1: Set and adhere to service level agreement.

Specific Outcome 20.2: Maintain and monitor customer accounts.

Specific Outcome 20.3: Train customers on products and procedures.

21. Title: Transfer and Close Accounts.

Specific Outcome 21.1: Receive the instruction.

Specific Outcome 21.2: Transfer the account.

Specific Outcome 21.3: Close the account.

22. Title: Process customer requests for cheque books, counter cheques and bank cheques.

Specific Outcome 22.1: Order and issue a customer cheque books.

Specific Outcome 22.2: Issue counter cheques.

Specific Outcome 22.3: Process a request for a bank cheque.

23. Title: Perform External Sales Process.

Specific Outcome 23.1: Research potential client needs.

Specific Outcome 23.2: Open the sales call.

Specific Outcome 23.3: Uncover client needs by asking appropriate situational diagnostic/probing questions.

Specific Outcome 23.4: Finalise the sale by demonstrating the capability of the product/service.

24. Title: Update customer records for moveable asset based accounts

Specific Outcome 24.1: Update debit order details, insurance details and payment date details.

Specific Outcome 24.2: Update customer personal details.

Specific Outcome 24.3: Accept request to change status to interest benefit on advance payment.

25. Title: Arrange and cancel insurance for financed vehicles.

Specific Outcome 25.1: Arrange comprehensive cover.

Specific Outcome 25.2: Arrange top up cover.

Specific Outcome 25.3: Arrange life/disability/unemployment cover/dread disease/personal catastrophe.

Specific Outcome 25.4: Cancel Insurance.

26. Title: Process customer service requests for moveable asset based accounts.

Specific Outcome 26.1: Process request for manual debit orders

Specific Outcome 26.2: Process refund requests

Specific Outcome 26.3: Process customer request for paid up letter

Specific Outcome 26.4: Process customer request to take vehicle out of the Republic of South Africa (RSA)

Specific Outcome 26.5: Process request for auditors statements or amortisation schedules

Specific Outcome 26.6: Process settlement quotation requests

27. Title: Monitor and Manage Information Technology Risks.

Specific Outcome 27.1: No. Identify potential information technology risks to establish the impact on the business.

Specific Outcome 27.2: Analyse identified information technology risks.

Specific Outcome 27.3: Monitor and control information technology.

28. Title: Manage Marketing Risks.

Specific Outcome 28.1: Demonstrate an understanding of the components of marketing risks.

Specific Outcome 28.2: Identify and analyse potential marketing risks and the impact thereof on the business.

Specific Outcome 28.3: Monitor and implement action plans to minimise marketing risks.

29. Title: Manage Business Continuity Risks.

Specific Outcome 29.1: Demonstrate an understanding of business processes, the environment and potential risks.

Specific Outcome 29.2: Identify potential risks and the impact thereof on the business unit.

Specific Outcome 29.3: Develop and implement business continuity strategies.

Specific Outcome 29.4: Test and monitor business continuity plans.

30. Title: Manage Human Resources Risks.

Specific Outcome 30.1: Identify potential human resources risks.

Specific Outcome 30.2: Implement processes and procedures to minimise human resources risks.

Specific Outcome 30.3: Monitor Human Resources Risks.

31. Title: Identify and Manage Security Risks.

Specific Outcome 31.1: Identify possible security risks to minimise losses to the business.

Specific Outcome 31.2: Minimise security risks.

Specific Outcome 31.3: Monitor and action security risks.

32. Title: Assess and finalise credit application for a corporate, club, association or trust.

Specific Outcome 32.1: Assess credit application and relevant documentation for credit approval.

Specific Outcome 32.2: Analyse credit application for approval.

Specific Outcome 32.3: Finalise credit decision

Specific Outcome 32.4: Monitor, review and manage the credit risk.

33. Title: Assess and finalise credit application for an individual, sole proprietorship and a partnership.

Specific Outcome 33.1: Assess credit application and relevant documentation for credit approval.

Specific Outcome 33.2: Analyse credit application for approval.

Specific Outcome 33.3: Finalise credit decision.

Specific Outcome 33.4: Monitor, review and manage the credit risk.

34. Title: Determine the financial needs of a business.

Specific Outcome 34.1: Establish the nature of the business.

Specific Outcome 34.2: Establish the nature of the client's needs.

Specific Outcome 34.3: Research the business context of the client.

35. Title: Assess the viability of a business opportunity.

Specific Outcome 35.1: Acquire the necessary information.

Specific Outcome 35.2: Evaluate the viability of the business relationship.

Specific Outcome 35.3: Assess the viability of the business opportunity.

Specific Outcome 35.4: Prepare the recommendation.

36. Title: Structure a financial solution to meet a business need.

Specific Outcome 36.1: Identify the product options that meet a client's needs.

Specific Outcome 36.2: Structure an appropriate solution.

Specific Outcome 36.3: Complete the documentation.

37. Title: Structure a property finance solution to meet a business need.

Specific Outcome 37.1: Identify the product options that meet a client's needs.

Specific Outcome 37.2: Structure an appropriate solution.

Specific Outcome 37.3: Complete the documentation.

38. Title: Structure a financial solution to meet an agricultural business need.

Specific Outcome 38.1: Carry out an on-site evaluation to gather the technical information required.

Specific Outcome 38.2: Complete the current and projected information.

Specific Outcome 38.3: Identify the agricultural product options that meet a client's needs.

Specific Outcome 38.4: Structure an appropriate solution.

Specific Outcome 38.5: Complete the documentation.

39. Title: Structure a solution to meet a financial need involving foreign exchange.

Specific Outcome 39.1: Establish the specific foreign exchange needs of the business.

Specific Outcome 39.2: Identify the product options that meet the client's needs.

Specific Outcome 39.3: Prepare the relevant documentation.

40. Title: Structure a debtor finance or factoring solution to meet a business need

Specific Outcome 40.1: Review the finance requirements of the business.

Specific Outcome 40.2: Structure an appropriate solution.

Specific Outcome 40.3: Complete the documentation.

41. Title: Structure an asset-based solution to meet a business need.

Specific Outcome 41.1: Identify the specialist finance required.

Specific Outcome 41.2: Identify product options.

Specific Outcome 41.3: Structure a financial solution.

Specific Outcome 41.4: Explain the implications of the various product options.

42. Title: Prepare a business credit proposal for the relevant authority.

Specific Outcome 42.1: Identify the correct process for a credit proposal.

Specific Outcome 42.2: Prepare the credit proposal.

43. Title: Present a financial solution to a business client for consideration.

Specific Outcome 43.1: Prepare a presentation for a client.

Specific Outcome 43.2: Present the proposed solution to the client.

44. Title: Produce and present sales solutions.

Specific Outcome 44.1: Determine client needs.

Specific Outcome 44.2: Establish sales objectives for sales proposals.

Specific Outcome 44.3: Assess the internal and external sales environment.

Specific Outcome 44.4: Develop sales proposals.

Specific Outcome 44.5: Present sales proposals.

45. Title: Apply direct selling techniques.

Specific Outcome 45.1: Investigate direct selling factors.

Specific Outcome 45.2: Differentiate direct selling techniques.

Specific Outcome 45.3: Assess direct selling opportunities.

Specific Outcome 45.4: Review and adapt selling operations to respond to direct selling opportunities.

46. Title: Implement personal selling strategies to achieve targeted results.

Specific Outcome 46.1: Establish individual personal selling objectives.

Specific Outcome 46.2: Determine personal selling strategies and techniques.

Specific Outcome 46.3: Develop personal selling skills.

Specific Outcome 46.4: Formulate and co-ordinate individual personal selling strategies.

47. Title: Enhance work practices within a treasury by the application of market knowledge.

Specific Outcome 47.1: Gather information to establish a comprehensive understanding of client needs and credit risk with a view to meeting these needs.

Specific Outcome 47.2: Identify and explain applicable financial markets and role-players within the trading environment.

Specific Outcome 47.3: Integrate market and client knowledge and recommend financial solutions.

48. Title: Apply relevant models, theories and/or strategies in a treasury.

Specific Outcome 48.1: Explain the principles, concepts, terminology of the relevant models, theories and strategies.

Specific Outcome 48.2: Integrate and monitor, theories, models and strategies into Treasury domain processes.

Specific Outcome 48.5: Compile a report.

Specific Outcome 48.6: Complete the documentation.

Unit standards titles and specific outcomes – NQF Level 6

1. Title: Process authorized dealer's licence request

Specific Outcome 1.1: Assess authorized dealer's application.

Specific Outcome 1.2: Confirm the authorized dealer's appointment.

2. Title: Inspect and monitor advanced foreign exchange transactions.

Specific Outcome 2.1: Plan and prepare for an inspection.

Specific Outcome 2.2: Conduct an inspection.

Specific Outcome 2.3: Finalise the inspection.

Specific Outcome 2.4: Monitor foreign exchange transactions.

3. Title: Evaluate and respond to advanced requests outside the ambit of exchange control rulings.

Specific Outcome 3.1: Capture applications.

Specific Outcome 3.2: Process applications.

Specific Outcome 3.3: Formulate replies.

4. Title: Monitor individual banks.

Specific Outcome 4.1: Maintain permanent records.

Specific Outcome 4.2: Analyse the business of the bank.

5. Title: Assess the soundness of risk management and asset quality in designated banks.

Specific Outcome 5.1: Analyse statutory returns and reports.

Specific Outcome 5.2: Document Issue Reports.

Specific Outcome 5.3: Conduct on site risk management reviews and asset quality evaluations.

Specific Outcome 5.4: Arrange, prepare and conclude meetings.

6. Title: Administer the Banks Act.

Specific Outcome 6.1: Receive and process applications.

Specific Outcome 6.2: Ensure statutory compliance.

7. Title: Process complaints of contraventions to banking legislation.

Specific Outcome 7.1: Receive, evaluate and process complaints.

Specific Outcome 7.2: Finalise complaints.

8. Title: Report economic information.

Specific Outcome 8.1: Compile information.

Specific Outcome 8.2: Distribute information.

Specific Outcome 8.3: Provide advice and guidance.

9. Title: Process Inward Foreign Documentary Collections (FBC's).

Specific Outcome 9.1: Process the documents.

Specific Outcome 9.2: Check the documents.

Specific Outcome 9.3: Process the Payment.

10. Title: Process Outward Foreign Documentary Collections (FBC's).

Specific Outcome 10.1: Check the Documents.

Specific Outcome 10.2: Process the documents.

Specific Outcome 10.3: Process the Payment.

11. Title: Enhance work practices within a treasury by the application of product knowledge.

Specific Outcome 11.1: Apply product knowledge to maximise profits of the Treasury function.

Specific Outcome 11.2: Apply product knowledge to minimise the risk exposure of the Treasury function.

Specific Outcome 11.3: Source information using identified tools to keep abreast of changes in Treasury products.

12. Title: Identify and interpret trends in personal selling.

Specific Outcome 12.1: Review technologies that impact upon selling methods and operations.

Specific Outcome 12.2: Investigate trends in the composition and organisation of the sales team.

Specific Outcome 12.3: Interpret legal, regulatory and social trends.

Specific Outcome 12.4: Identify international and global trends for sales operations.

13. Title: Investigate the Delivery of a Product.

Specific Outcome 13.1: Analyse information from a marketing segmentation process.

Specific Outcome 13.2: Target (an) identified market segment(s)

Specific Outcome 13.3: Recommend a delivery strategy

Specific Outcome 13.4: Conduct a feasibility study and recommend possible delivery strategies.

14. Title: Develop and Manage Channels of Delivery.

Specific Outcome 14.1: Develop a strategy for delivery.

Specific Outcome 14.2: Utilise available tools to develop a delivery model.

Specific Outcome 14.3: Determine the impact of implementing the delivery strategy.

Specific Outcome 14.4: Monitor delivery.

Specific Outcome 14.5: Make recommendations on improving delivery.

15. Title: Form External Business Partnerships.

Specific Outcome 15.1: Determine gaps in channels of delivery.

Specific Outcome 15.2: Conduct a feasibility study on potential business partners.

Specific Outcome 15.3: Plan for a business partnership.

Specific Outcome 15.4: Enter into a business partnership.

16. Title: Determine the Price of a Product.

Specific Outcome 16.1: Analyse internal and external markets.

Specific Outcome 16.2: Determine the cost of a product.

Specific Outcome 16.3: Develop a pricing proposal.

Specific Outcome 16.4: Gain agreement on a pricing proposal.

17. Title: Implement and Monitor Pricing.

Specific Outcome 17.1: Select channels and media for implementation.

Specific Outcome 17.2: Implement the new pricing structure.

Specific Outcome 17.3: Monitor the implementation of pricing.

18. Title: Draft amendments to banking legislation

Specific Outcome 18.1: Identify the need for amendments.

Specific Outcome 18.2: Draft initial submissions.

Specific Outcome 18.3: Collate and evaluate inputs.

Specific Outcome 18.4: Submit drafts for Gazette purposes.

19. Compile economic statistics and information.

Specific Outcome 19.1: Identify data requirements.

Specific Outcome 19.2: Identify appropriate sources.

Specific Outcome 19.3: Collect data.

Specific Outcome 19.4: Process data.

20. Analyse and interpret economic information.

Specific Outcome 20.1: Conduct statistical analyses and research.

Specific Outcome 20.2: Conduct economic analyses and research.

Specific Outcome 20.3: Interpret and debate key issues.

21. Identify the risk of implications of trading associated within the treasury.

Specific Outcome 21.1: Identify the implications of trading associated with the Treasury function as a whole.

Specific Outcome 21.2: Identify the risk implications of trading associated with trading desks.

Specific Outcome 21.3: Identify the psychological implications of trading associated with the individuals within the Treasury functions.

22. Evaluate and respond to advanced requests outside the ambit of exchange control rulings.

Specific Outcome 22.1: Capture applications.

Specific Outcome 22.2: Process applications.

Specific Outcome 22.3: Formulate replies.

23. Enhance work practices within a treasury by the application of product knowledge.

Specific Outcome 23.1: Apply product knowledge to maximize profits of the Treasury function.

Specific Outcome 23.2: Apply product knowledge to minimize the risk exposure of the Treasury function.

Specific Outcome 23.3: Source information using identified tools to keep abreast of changes in treasury products.

Unit Standards titles and specific outcomes – NQF Level 7

1. Title: Draft amendments to banking legislation.

Specific Outcome 1.1: Identify the need for amendments.

Specific Outcome 1.2: Draft initial submissions

Specific Outcome 1.3: Collate and evaluate inputs.

2. Title: Compile economic statistics and information.

Specific Outcome 2.1: Identify data requirements.

Specific Outcome 2.2: Identify appropriate sources.

Specific Outcome 2.3: Collect data.

Specific Outcome 2.4: Process data.

Specific Outcome 2.5: Evaluate data.

3. Title: Analyse and interpret economic information.

Specific Outcome 3.1: Conduct statistical analyses and research.

Specific Outcome 3.2: Conduct economic analyses and research.

Specific Outcome 3.3: Interpret and debate key issues.

4. Title: Identify the risk implications of trading associated within a treasury.

Specific Outcome 4.1: Identify the implications of trading associated with the Treasury function as a whole.

Specific Outcome 4.2: Identify the risk implications of trading associated with trading desks.

Specific Outcome 4.3: Identify the psychological implications of trading associated with the individuals within the Treasury function.

5. Evaluate and respond to advanced requests outside the ambit of exchange control rulings.

Specific Outcome 5.1: Capture applications.

Specific Outcome 5.2: Process applications.

Specific Outcome 5.3: Formulate replies.

6. Enhance work practices within a treasury by the application of product knowledge.

Specific Outcome 6.1: Apply product knowledge to maximize profits of the Treasury function.

Specific Outcome 6.2: Apply product knowledge to minimize the risk exposure of the Treasury function.

Specific Outcome 6.3: Source information using identified tools to keep abreast of changes in Treasury products.

SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

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

Hospitality, Tourism, Travel, Gaming and Leisure

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

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

Comment on the qualifications and unit standards should reach SAQA at the address below *by no later than 30 September 2000*. All correspondence should be marked **Standards Setting – SGB Financial Services**, and be addressed to

The Director: Standards Setting and Development
SAQA

Attention: Mr M.C. Cosser

Postnet Suite 248


Private Bag X 06

WATERKLOOF

0145

or faxed to 012 346-5812

or e-mailed to mcosser@saqa.co.za



SAMUEL B.A. ISAACS
EXECUTIVE OFFICER

DIPLOMA IN FOOD AND BEVERAGE MANAGEMENT**Field: Services****Sub-field: Hospitality, Tourism, Travel, Gaming and Leisure****NQF Levels: 2, 3, 4, 5,****Credits: 240**

Purpose of Qualification: This qualification has been developed for professionals in the food and beverage service industry (hospitality). It brings together elements of food and drink preparation and service as well as management. This qualification will professionalise the industry and is applicable to all sectors, from small restaurants to large-scale hotels. The qualification builds on other certificates and provides articulation with Gaming, Travel and other Tourism industries.

UNIT STANDARDS FOR FOOD AND BEVERAGE MANAGEMENT**UNIT STANDARDS AT NQF LEVEL 2**

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

UNIT STANDARDS AT NQF LEVEL 3

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

UNIT STANDARDS AT NQF LEVEL 4

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

UNIT STANDARDS AT NQF LEVEL 5

1. **Title: Maintain food production operations**
2. **Title: Maintain a cleaning programme for kitchen areas and equipment**
3. **Maintain and promote food hygiene in the kitchen**
4. **Maintain food production, quality and Control Systems, Procedures and Specifications**

UNIT STANDARDS FOR FOOD AND BEVERAGE MANAGEMENT**UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES LEVEL 2****1. Title: Handle and maintain utensils and equipment**

Specific Outcome 1.1: Explain the importance of cleaning and sanitising cutting boards after each use in terms of the impact on hygiene.

Specific Outcome 1.2: Explain the importance of storing utensils and equipment according to organisational requirements.

Demonstrated ability to make DECISIONS about practice and to ACT accordingly:

Specific Outcome 1.3: Clean and maintain utensils and equipment following correct procedures. (Range of utensils: spatulas, pots and pans, bowls or dishes or moulds, whisks, sieves or colanders or strainers, spoons or ladles or slicers, graters, peelers or zesters or corers, tin opener, cutting boards)

Specific Outcome 1.4: Store utensils and equipment correctly and in accordance with organisational requirements.

Specific Outcome 1.5: Given an unexpected situation, decide what action to take and give reasons for that choice. (Range of unexpected situations: injury, damaged utensils or equipment)

Specific Outcome 1.6: Complete all work in an organised and efficient manner in order to meet schedules and organisational requirements.

Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:

Specific Outcome 1.7: Given a situation where equipment has not been correctly stored and is no longer hygienic, describe ways to rectify the situation.

2. Title: Clean food production areas and equipment

Specific Outcome 2.1: Explain the importance of handling and disposing of waste correctly in terms of the impact on hygiene.

Specific Outcome 2.2: Explain the importance of identifying and selecting the correct cleaning materials for different types of surfaces and equipment.

Specific Outcome 2.3: Explain the reasons for turning off equipment before dismantling and cleaning and the impact on safety.

Specific Outcome 2.4: State company procedures for cleaning food production areas and equipment.

Demonstrated ability to make DECISIONS about practice and to ACT accordingly:

- Specific Outcome 2.5: Clean sinks and hand basins and ensure they are free flowing in accordance with organisational requirements.
- Specific Outcome 2.6: Clean a range of surfaces demonstrating the correct procedures. (Range of surfaces: metal, wall tiles, painted, glass, floor tiles or vinyl or linoleum floor coverings, laminated surfaces)
- Specific Outcome 2.7: Clean all areas using correct procedures. (Range of areas: floors and walls, drains, gullies, traps, shelving, cupboards and drawers)
- Specific Outcome 2.8: Use correct cleaning equipment and materials and explain why these materials are used.
- Specific Outcome 2.9: Clean and store equipment after use demonstrating the correct procedures.
- Specific Outcome 2.10: Dispose of refuse and waste food correctly and ensure containers are clean and ready for use.
- Specific Outcome 2.11: Switch off food production equipment, then dismantle, clean and reassemble correctly. (Range of food production equipment: ovens, hobs and ranges, griddles or grills or salamanders, fryers, bain-marie or hotplates, mixers and slicers)
- Specific Outcome 2.12: Store equipment correctly after cleaning and explain the importance of doing this.
- Specific Outcome 2.13: Given a range of unexpected situations, decide what action to take and give reasons for that choice. (Range of unexpected situations: injury, problems with cleaning equipment or supplies, equipment failure)
- Specific Outcome 2.14: Complete all work in an organised manner.

Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE :

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

3. Title: Clean and store cutlery and crockery

- Specific Outcome 3.1: Explain why damaged crockery and cutlery should not be used and the importance of reporting damaged items to a supervisor.
- Specific Outcome 3.2: Explain the reasons for using the correct equipment to polish cutlery.

- Specific Outcome 3.3: Explain the importance of using the correct cleaning materials in terms of the impact on hygiene.
- Specific Outcome 3.5: Explain the importance of stacking crockery safely and carefully and the procedure for dealing with damaged crockery.
- Specific Outcome 3.6: Explain the importance of keeping cleaning equipment and machinery clean, free from damage and ready for future use.
- Specific Outcome 3.7: Explain the organisational requirements for cleaning and storing crockery and cutlery.

Demonstrated ability to make DECISIONS about practice and to ACT accordingly:

- Specific Outcome 3.8: Prepare crockery and cutlery for cleaning in accordance with organisational requirements.
- Specific Outcome 3.9: Use cleaning equipment demonstrating correct procedures. (Range of cleaning; by machinery or by hand)
- Specific Outcome 3.10: Wash crockery and cutlery at the appropriate temperature using correctly diluted cleaning materials in the dishwasher or the sink.
- Specific Outcome 3.11: Dispose of waste or dirty water according to organisational requirements.
- Specific Outcome 3.12: Dry and store crockery and cutlery demonstrating correct procedures.
- Specific Outcome 3.13: Keep storage areas clean, tidy and free from refuse and explain the importance of doing this.
- Specific Outcome 3.14: Polish cutlery where appropriate, then stack and store correctly ready for use.
- Specific Outcome 3.15: Given a range of unexpected situations, decide what action to take and give reasons for that choice. (Range of unexpected situations: injury, cracked/ chipped plates, out of order dishwasher, no hot water)
- Specific Outcome 3.16: Complete all work in an organised and efficient manner.

Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:

- Specific Outcome 3.17: Given a different type of hospitality establishment describe how crockery and cutlery storage procedures could differ.

4. Title: Prepare and cook basic pulse dishes

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- Specific Outcome 4.1: Describe the main contamination threats when preparing and cooking pulses and their impact on the organisation.
- Specific Outcome 4.2: Explain the relationship between time and temperature when cooking pulse dishes in terms of costs, customer satisfaction, quality of food and food hygiene.
- Specific Outcome 4.3: Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean.
- Specific Outcome 4.4: Explain the importance of soaking dried pulses before cooking.
- Specific Outcome 4.5: State organisational procedures for preparing, cooking and storing basic pulse dishes.
- Demonstrated ability to make DECISIONS about practice and to ACT accordingly:
- Specific Outcome 4.6: Clean preparation and cooking areas and equipment hygienically prior to use and comply with the OHS act.
- Specific Outcome 4.7: Given a range of pulses, select the required type, quality and quantity of pulse dish ingredients. (Range of pulses: beans, peas, lentils)
- Specific Outcome 4.8: Identify the appropriate preparation methods for pulses.
- Specific Outcome 4.9: Combine the pulse dish correctly with other ingredients ready for cooking.
- Specific Outcome 4.10: Given a range of cooking methods, cook the pulse dish using appropriate methods. (Range of cooking methods: stewing or casseroling, grilling or braaiing, baking, shallow frying, stir-frying)
- Specific Outcome 4.11: Given a range of pulse dishes, finish, garnish and present the pulse dish in accordance with recipe specifications. (Range of dishes: loaf or bake, casserole or curry, rissoles or burgers or fritters, soup)
- Specific Outcome 4.12: Store pulse dishes not for immediate consumption hygienically.
- Specific Outcome 4.13: Clean preparation and cooking areas and equipment correctly after use.
- Specific Outcome 4.15: Given a range of problems with production, decide what action to take and give reasons for that choice. (Range of problems with production: injury, equipment failure, insufficient or damaged stock, pulse dish burnt, pulses undercooked, pulses not soaked)
- Specific Outcome 4.16: Complete all work in an organised and efficient manner taking account of priorities and deadlines.

Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:

Specific Outcome 4.17: Given a situation where a pulse dish has to be prepared for a banquet as a starter, describe what would be considered a suitable dish.

Specific Outcome 4.18: Given a vegetarian customer, name a starter and main course that would be suitable for service, using pulses as the main ingredients.

5. Title: Prepare and cook basic rice dishes

Specific Outcome 5.1: Explain the main contamination threats when preparing and storing rice.

Specific Outcome 5.2: Explain the importance of the relationship between time and temperature when preparing basic rice dishes in terms of costs, customer satisfaction, food hygiene and quality of food.

Specific Outcome 5.3: Explain the importance of keeping preparation and cooking areas and equipment hygienically clean and the impact on the organisation of not doing so.

Specific Outcome 5.4: State organisational requirements when preparing, cooking and storing rice dishes.

Demonstrated ability to make DECISIONS about practice and to ACT accordingly:

Specific Outcome 5.5: Clean preparation areas and equipment hygienically prior to use and comply with the OHS act.

Specific Outcome 5.6: Given a range of types of rice, select the required type, quality and quantity of rice and other ingredients. (Range of types of rice: brown rice, long grain, short grain, wild rice, mealie rice, basmati rice, jasmine rice)

Specific Outcome 5.7: Given a range of other ingredients, combine the rice and other ingredients, then prepare and cook according to recipe specifications. (Range of other ingredients: vegetables, stock, cheese, herbs / spices, eggs, fish / shellfish, meats)

Specific Outcome 5.8: Finish, garnish and present the prepared rice dishes. (Range of rice dishes: boiled / steamed, risotto, fried rice.)

Specific Outcome 5.9: Store the finished rice dishes not for immediate use hygienically.

Specific Outcome 5.10: Clean preparation and cooking areas and equipment correctly after use.

- Specific Outcome 5.11: Given a range of problems with production, decide what action to take and give reasons for that choice. (Range of problems with production: scalds or burns, equipment failure, weevils in rice, right type of rice for dish unavailable, insufficiently cooked rice, burnt rice, too much water used while cooking rice)
- Specific Outcome 5.12: Complete all work in an organised and efficient manner taking account of priorities and deadlines.

Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:

- Specific Outcome 5.13: Given a situation where rice risotto has to be prepared for a function of 1 000 people, describe how performance would be adapted when cooking the rice.
- Specific Outcome 5.14: Given a recipe that requires the use of white rice, describe the difference in cooking procedures if only brown rice was available.

6. Title: Prepare and cook basic egg dishes

- Specific Outcome 6.1: Describe the main contamination threats when preparing and cooking egg dishes.
- Specific Outcome 6.2: Explain the importance of keeping preparation, cooking and storing areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Specific Outcome 6.3: Explain the importance of the relationship between time and temperature when cooking egg dishes in terms of costs, customer satisfaction and quality of food.
- Specific Outcome 6.4: State organisational requirements for preparing, cooking and storing egg dishes.

Demonstrated ability to make DECISIONS about practice and to ACT accordingly:

- Specific Outcome 6.5: Clean preparation and cooking areas and equipment hygienically prior to use.
- Specific Outcome 6.6: Given a range of other ingredients, select the required type, quality and quantity of eggs and other ingredients. (Range of other ingredients: vegetables, meat / poultry / offal, fish / shellfish, rice, herbs / spices / seasoning, cheese, oil / butter, milk, flour)
- Specific Outcome 6.7: Combine eggs correctly with other ingredients according to organisational requirements.
- Specific Outcome 6.8: Given a range of egg dishes, cook, finish and present them according to customer requirements. (Range of egg dishes: omelette [filled or garnished], scotch, poached, scrambled, fried, boiled, soufflé, baked custard basic batter)

- Specific Outcome 6.9: Store or hold egg dishes not for immediate consumption hygienically in accordance with OHS act specifications.
- Specific Outcome 6.10: Clean preparation and cooking areas and equipment correctly after use.
- Specific Outcome 6.11: Given a range of problems with production, decide what action to take and give reasons for that choice. (Range of problems with production: old eggs, blood in eggs, eggs dry, eggs under / over cooked, symeresis, too much fat / oil used,)
- Specific Outcome 6.12: Complete all work in an organised and efficient manner taking account of priorities and deadlines.

Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:

- Specific Outcome 6.13: Given a customer on diet, who requires scrambled egg made from 1 egg only; describe how to produce a dish, which still appears attractive.
- Specific Outcome 6.14: Given a breakfast buffet for 100 people where it would be impractical to make eggs to order, describe how to alter work methods to produce suitable egg dishes.
- Specific Outcome 6.15: A customer requests a sweet omelette. Describe how to go about producing such a dish.

7. Title:

Prepare and cook basic pasta dishes

- Specific Outcome 7.1: Describe the main contamination threats when preparing and cooking pasta dishes.
- Specific Outcome 7.2: Explain the importance of the relationship between time and temperature when cooking pasta dishes in terms of food hygiene and quality of food.
- Specific Outcome 7.3: Explain the importance of keeping preparation and cooking areas and equipment hygienically clean.
- Specific Outcome 7.4: State organisational requirements when preparing and cooking basic pasta dishes.

Demonstrated ability to make DECISIONS about practice and to ACT accordingly:

- Specific Outcome 7.5: Clean preparation and cooking areas and equipment hygienically prior to use.
- Specific Outcome 7.6: Given a range of pasta types, select the required type, quality and quantity of ingredients. (Range of pasta types: dried white or green, / flavoured, or whole-wheat)

- Specific Outcome 7.7: Given a range of pasta, select the correct cooking method according to recipe specifications. (Range of pasta to be cooked: lasagne, cannelloni, noodles, spaghetti, filled pasta, pasta shapes)
- Specific Outcome 7.8: Combine cooked pasta correctly with other ingredients according to customer requirements.
- Specific Outcome 7.9: Given a range of pasta dishes, select the appropriate method of cooking and/or finishing and present dishes attractively. (Range of pasta dishes: salads or starters, hot main dishes)
- Specific Outcome 7.10: Clean preparation and cooking areas and equipment correctly after use.
- Specific Outcome 7.11: Given a range of problems with production, decide what action to take and give reasons for that choice. (Range of problems with production: scalds and burns, required type of pasta unavailable, pasta over or under cooked, pasta sticks to each other, pasta prepared too far in advance, no salt and or oil added to water)
- Specific Outcome 7.12: Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:
- Specific Outcome 7.13: Describe how to select and present pasta dishes in a range of establishments. (**Range of establishments** Buffet in a 3-5 star hotel, Up market A la Carte restaurant, Canteen or cafeteria, Take-away)
- Specific Outcome 7.14: Given a customer with gluten intolerance, describe how to adapt performance in selection and cooking of pasta dishes.
- Specific Outcome 7.15: Given a vegetarian customer, select appropriate pasta dishes that could be served as starters and main courses.

8. Title: Prepare and cook basic shellfish dishes

- Specific Outcome 8.1: Describe the main contamination threats when preparing and cooking fresh shellfish.
- Specific Outcome 8.2: Explain the importance of the relationship between time and temperature when cooking fresh shellfish in terms of cost, customer satisfaction, food hygiene and quality of food.
- Specific Outcome 8.3: Explain how to identify cooked shellfish dishes.

- Specific Outcome 8.4: Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Specific Outcome 8.5: Explain the importance of storing shellfish correctly.
- Specific Outcome 8.6: State organisational requirements when preparing, cooking and storing basic shellfish dishes.

Demonstrated ability to make DECISIONS about practice and to ACT accordingly:

- Specific Outcome 8.7: Clean preparation and cooking areas and equipment hygienically prior to use and comply with OHS act specifications.
- Specific Outcome 8.8: Given a range of shellfish, select the required type, quality and quantity of shellfish. (Range of shellfish: crayfish / lobster, prawns, shrimps, crab, oysters, mussels)
- Specific Outcome 8.9: Prepare shellfish suitably for the cooking process.
- Specific Outcome 8.10: Given a range of cooking methods, select the appropriate method and cook and finish the shellfish in accordance with recipe specifications. (Range of cooking methods: grilling or braaiing, shallow frying / deep frying, stir frying, boiling / blanching, poaching, steaming)
- Specific Outcome 8.11: Store prepared shellfish not for immediate consumption hygienically in accordance with OHS act specifications.
- Specific Outcome 8.12: Clean preparation and cooking areas and equipment correctly after use.
- Specific Outcome 8.13: Given a range of problems with production, decide what action to take and give reasons for that choice. (Range of problems with production: burns, scalds or cuts, insufficient stock, shellfish over cooked or under cooked, shellfish not fresh e.g. oysters)
- Specific Outcome 8.14: Complete all work in an organised and efficient manner taking account of priorities and deadlines.

Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:

- Specific Outcome 8.15: Given a 'seafood braai', select appropriate preparation methods and types of shellfish.
- Specific Outcome 8.16: Given a seafood promotion, describe how to adapt performance in the selection, preparation, cooking and presentation of shellfish dishes in a busy (cold) buffet-type restaurant.

Specific Outcome 8.17: Name shellfish dishes that would be appropriate for production and could be attractively presented for a Mediterranean theme evening in an A la Carte restaurant

9. Title: Prepare and cook vegetables for basic hot and cold dishes

Specific Outcome 9.1: Describe the main contamination threats when preparing and storing raw vegetables.

Specific Outcome 9.2: Describe the main contamination threats when cooking and finishing vegetable dishes.

Specific Outcome 9.3: Explain the importance of the relationship between time and temperature when cooking vegetables in terms of cost, customer satisfaction, food hygiene and quality of food.

Specific Outcome 9.4: Explain the importance of keeping storage, preparation and cooking areas and equipment hygienically clean and the impact on the organisation of not doing so.

Specific Outcome 9.5: Explain how to identify cooked vegetable dishes.

Specific Outcome 9.6: State organisational requirements for the preparation and cooking of basic hot and cold vegetable dishes.

Demonstrated ability to make DECISIONS about practice and to ACT accordingly:

Specific Outcome 9.7: Clean preparation areas and equipment hygienically prior to use and comply with OHS act specifications.

Specific Outcome 9.8: Given a range of vegetables, select the required type, quality and quantity. (Range of vegetables: roots, tubers, bulbs, leaves, flower heads, stems, fungi, vegetable fruit squashes, pods & seeds)

Specific Outcome 9.10: Given a range of preparation methods for vegetables, select the appropriate method. (Range of methods: peel / skin / shell, chop / shred / cut, slice, trim, grate)

Specific Outcome 9.11: Store prepared vegetables not for immediate use hygienically.

Specific Outcome 9.12: Given a range of cooking methods, combine vegetables correctly with other ingredients and select appropriate methods. (Range of cooking methods: roasting, grilling or griddling, baking, shallow frying, stir frying, boiling, braising or stewing, steaming, deep frying)

Specific Outcome 9.13: Given a range of finishing methods, select the appropriate method for finishing cooked vegetables. (Range of finishing methods: glazing, coating,

- garnishing, piping, using hot or cold sauces, seasoning, dressing, tossing, marinating)
- Specific Outcome 9.14: Store finished vegetables not for immediate use hygienically.
- Specific Outcome 9.15: Clean cooking and preparation areas and equipment correctly after use.
- Specific Outcome 9.16: Given a range of problems with production, decide what action to take and give reasons for that choice. (Range of problems with production: injury, equipment failure, insufficient or damaged stock, vegetables over cooked, old vegetables, too much sauce over vegetables, vegetables affected by pests, vegetables oily or greasy)
- Specific Outcome 9.17: Complete all work in an organised and efficient manner taking account of priorities and organisational requirements.

Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:

- Specific Outcomes 9.18: Describe how to select, prepare and cook vegetable dishes for starters and main courses in a vegetarian restaurant.
- Specific Outcomes 9.19: Describe how to adapt performance in preparing and cooking vegetables for a customer on a low kilojoule diet.
- Specific Outcome 9.20: Given a health promotion, describe how to alter the preparation and cooking of vegetable dishes.

10. Title: Prepare and cook basic fruit dishes

- Specific Outcome 10.1: Describe the main contamination threats when preparing and cooking fruit dishes.
- Specific Outcome 10.2: Explain the importance of the relationship between time and temperature when cooking fruit dishes in terms of food hygiene and quality of food.
- Specific Outcome 10.3: Explain the importance of keeping preparation and cooking areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Specific Outcome 10.4: Explain how to identify cooked fruit dishes.
- Specific Outcome 10.5: State organisational requirements when preparing and cooking fruit dishes.

Demonstrated ability to make DECISIONS about practice and to ACT accordingly:

- Specific Outcome 10.6: Clean cooking areas and equipment hygienically prior to use and comply with OHS act specifications.
- Specific Outcome 10.7: Given a range of fruit, select the required type, quality and quantity. (Range of types of fruit: hard fruit, citrus fruit, stone fruit, soft fruit)
- Specific Outcome 10.8: Prepare fruit suitably for the cooking process.
- Specific Outcome 10.9: Combine fruit with other ingredients in accordance with recipe specifications.
- Specific Outcome 10.10: Given a range of cooking methods, select the appropriate method in accordance with recipe specifications. (Range of cooking methods: Baking, boiling, stewing, poaching, steaming, deep-frying)
- Specific Outcome 10.11: Finish and present the fruit dish in accordance with customer requirements.
- Specific Outcome 10.12: Clean the cooking areas and equipment correctly after use.
- Specific Outcome 10.13: Given a range of problems with production, decide what action to take and give reasons for that choice. (Range of problems with production: cuts or burns, insufficient stock, fruit still hard, fruit over cooked, fruit green or over ripe)
- Specific Outcome 10.14: Complete all work in an organised and efficient manner.
- Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:
- Specific Outcome 10.15: Given a situation where fruit for fruit baskets and displays has started deteriorating in quality and appearance, describe how to utilise this fruit.
- Specific Outcome 10.16: Describe how to adapt performance in the preparation and cooking of fruit for a dessert trolley or buffet.

11. Title: Prepare and cook starch

- Specific Outcome 11.1: Describe the main contamination threats when preparing and cooking fruit dishes.
- Specific Outcome 11.2: Explain the importance of the relationship between time and temperature when cooking fruit dishes in terms of food hygiene and quality of food
- Specific Outcome 11.3: Explain the importance of keeping preparation and cooking areas and equipment hygienically clean and the impact on the organisation of not doing so.

- Specific Outcome 11.4: Explain how to identify cooked fruit dishes.
- Specific Outcome 11.5: State organisational requirements when preparing and cooking fruit dishes.
- Demonstrated ability to make DECISIONS about practice and to ACT accordingly:
- Specific Outcome 11.6: Clean cooking areas and equipment hygienically prior to use and comply with OHS act specifications.
- Specific Outcome 11.7: Given a range of fruit, select the required type, quality and quantity. (Range of types of fruit: hard fruit, citrus fruit, stone fruit, soft fruit)
- Specific Outcome 11.8: Prepare fruit suitably for the cooking process.
- Specific Outcome 11.9: Combine fruit with other ingredients in accordance with recipe specifications.
- Specific Outcome 11.10: Given a range of cooking methods, select the appropriate method in accordance with recipe specifications. (Range of cooking methods: Baking, boiling, stewing, poaching, steaming, deep-frying)
- Specific Outcome 11.11: Finish and present the fruit dish in accordance with customer requirements.
- Specific Outcome 11.12: Clean the cooking areas and equipment correctly after use.
- Specific Outcome 11.12: Given a range of problems with production, decide what action to take and give reasons for that choice. (Range of problems with production: cuts or burns, insufficient stock, fruit still hard, fruit over cooked, fruit green or over ripe)
- Specific Outcome 11.13: Complete all work in an organised and efficient manner.

Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:

- Specific Outcome 11.14: Given a situation where fruit for fruit baskets and displays has started deteriorating in quality and appearance, describe how to utilise this fruit.
- Specific Outcome 11.15: Describe how to adapt performance in the preparation and cooking of fruit for a dessert trolley or buffet.

12. Title: Prepare and cook basic vegetable protein dishes

- Specific Outcome 12.1: Describe the main contamination threats when preparing and cooking vegetable protein dishes.
- Specific Outcome 12.2: Explain the importance of the relationship between time and temperature when cooking vegetable protein

dishes in terms of the impact on food hygiene and quality of food.

Specific Outcome 12.4: Explain the importance of keeping preparation, storage and cooking areas and equipment hygienically clean and the impact on the organisation of not doing so.

Specific Outcome 12.5: Explain the advantages of using TVP as meat extenders / substitutes.

Specific Outcome 12.6: State organisational requirements when preparing and cooking basic vegetable protein dishes.

Demonstrated ability to make DECISIONS about practice and to ACT accordingly:

Specific Outcome 12.7: Clean preparation and cooking areas and equipment hygienically prior to use and comply with organisational requirements.

Specific Outcome 12.8: Select dish ingredients of the type, quality and quantity required.

Specific Outcome 12.9: Given a range of vegetable protein, combine correctly with other ingredients in accordance with customer requirements. (Range of vegetable protein: reconstituted textured vegetable protein (TVP))

Specific Outcome 12.10: Given a range of cooking methods for vegetable protein dishes, select appropriate methods in accordance with recipe specifications. (Range of cooking methods: grilling, braaiing, boiling, braising, stewing, shallow frying, stir-frying).

Specific Outcome 12.11: Finish the vegetable protein dish and present attractively.

Specific Outcome 12.12: Clean preparation and cooking areas and equipment correctly after use.

Specific Outcome 12.13: Given a range of problems with production, decide what action to take and give reasons for that choice. (Range of problems with production: burns, equipment failure, insufficient stock, burnt vegetable protein, vegetable protein over spiced)

Specific Outcome 12.14: Complete all work in an organised and efficient manner taking account of priorities and deadlines.

Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:

Specific Outcome 12.15: Given a situation where a customer does not eat red meat but does not want to attract attention to himself, describe how to prepare and cook a vegetable protein dish suitable for a la carte service.

Specific Outcome 12.16: Given a limited budget, explain how to extend meat dishes by using textured vegetable protein.

13. Title: Clean food production areas, equipment and utensils

Specific Outcome 13.1: Explain the procedure for correct handling and disposal of waste, with reasons.

Specific Outcome 13.2: Explain the importance of turning off equipment before dismantling and cleaning and the impact on safety of not doing so.

Specific Outcome 13.3: Explain the reasons for descaling the elements in a Bain Marie.

Specific Outcome 13.4: Explain the importance of using cleaning agents/equipment correctly.

Specific Outcome 13.5: Explain reasons for cleaning and sanitising cutting boards after use and the impact on food hygiene of not doing so.

Specific Outcome 13.6: State organisational requirements when cleaning food production areas, equipment and utensils.

Demonstrated ability to make DECISIONS about practice and to ACT accordingly:

Specific Outcome 13.7: Clean sinks and hand basins and ensure they are free flowing in accordance with health regulations.

Specific Outcome 13.8: Given a range of work surfaces, clean correctly according to organisational procedures and comply with OHS act specifications. (Range of surfaces: metal, wall tiles, painted, glass, floor tiles or vinyl or linoleum floor coverings, laminated surfaces)

Specific Outcome 13.9: Clean floors and walls correctly and satisfy health regulations.

Specific Outcome 13.10: Clean drains, gullies, traps and overflows correctly and ensure they are free flowing.

Specific Outcome 13.11: Clean shelving, cupboards and drawers correctly and ensure they are tidy and hygienic.

Specific Outcome 13.12: Given a range of food production equipment, switch off equipment correctly before dismantling and during cleaning. (Range of equipment: hobs and ranges, griddles or grills or salamanders, Bain Marie or hotplates, fryers, mixers, ovens)

Specific Outcome 13.13: Clean food production equipment following correct procedure and reassemble according to manufacturer's

- instructions and to meet health and safety requirements.
- Specific Outcome 13.14: Use the correct cleaning equipment and materials.
- Specific Outcome 13.15: Store cleaning equipment correctly after cleaning.
- Specific Outcome 13.16: Given a range of utensils and considering the range of materials utensils are made of, select appropriate cleaning equipment and materials. (Range of utensils: pots and pans, bowls or dishes or moulds, sieves or colanders or strainers, spoons or ladles or slicers, peelers or zesters or corers, cutting boards, whisks, graters, tin opener) (Range of utensil materials: stainless metal, coated metal, wooden, plastic, porcelain, earthenware)
- Specific Outcome 13.17: Clean, dry, and store finished items correctly.
- Specific Outcome 13.18: Dispose of refuse and waste food correctly and clean containers hygienically.
- Specific Outcome 13.19: Given a range of unexpected situations decide what action to take and give reasons for that choice. (Range of unexpected situations: burns or cuts, falls, sprains, problems with cleaning equipment/supplies, plastic utensils have melted, wooden utensils splinter)
- Specific Outcome 13.20: Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:
- Specific Outcome 13.21: Given a situation where the chemicals normally used for cleaning ovens are not available, describe how to ensure that the oven is properly cleaned.
- Specific Outcome 13.22: Given a situation where only a limited number of wooden cutting boards rather than plastic ones are available, suggest alternatives to ensure that they are hygienically clean and safe to use.
- Specific Outcome 13.23: Given a situation where the drains are blocked, e.g. Christmas / public holidays and it is impossible to find an available plumber, suggest ways to solve the problem.

UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 4

1.. Title: Prepare and cook basic fish dishes

- Specific Outcomes 1.1: Describe the various methods of checking for fresh fish.

- Specific Outcomes 1.2: Describe the main contamination threats when preparing, cooking and storing fish and their impact on the organisation.
- Specific Outcomes 1.3: Explain the relationship between time and temperature when cooking fish dishes.
- Specific Outcomes 1.4: Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean.
- Specific Outcomes 1.5: Explain how to identify cooked fish dishes.
- Specific Outcomes 1.6: State organisational procedures for the preparation, cooking and storage of fish dishes.
- Specific Outcomes 1.7: Demonstrated ability to make DECISIONS about practice and to ACT accordingly:
- Specific Outcome 1.8: Clean preparation areas, equipment and cooking areas hygienically prior to use and in accordance with OHS act specifications.
- Specific Outcome 1.9: Given a range of fish, select the required type, quality and quantity. (Range of fish: sole, kingklip, hake, calamari, trout or similar fish or linefish)
- Specific Outcome 1.10: Given a range of preparation methods, prepare fish correctly using appropriate methods in accordance with menu specifications. (Range of preparation methods: washing, trimming, gutting, filleting, portioning, descaling, skinning)
- Specific Outcome 1.11: Combine prepared fish with other ingredients ready for cooking.
- Specific Outcome 1.12: Given a range of problems with production, decide what action to take and give reasons for that choice. (Range of problems with production: Injury, equipment breakdown, fish has freezer burn, shortage of fish, fish not fresh, overcooked fish, burnt fish.)
- Specific Outcome 1.13: Given the range of cooking methods, cook the fish dishes according to recipe and menu specifications. (Range of cooking methods: baking, grilling, griddling or braaiing, frying, poaching or boiling, steaming)
- Specific Outcome 1.14: Finish and present fish dishes according to customer and dish requirements.
- Specific Outcome 1.15: Clean preparation and cooking areas and equipment correctly after use.
- Specific Outcome 1.16: Store prepared dishes not for immediate consumption hygienically in accordance with OHS act specifications.

Specific Outcome 1.17: Complete all work in an organised and efficient manner taking account of priorities and deadlines.

Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:

Specific Outcome 1.18: Given a range of hot and cold fish dishes, identify appropriate garnishes to be used in a range of establishments: (Range of establishments : Fast food restaurants, Hotel with buffet-style service, a la Carte restaurants, Canteens & cafeterias)

Specific Outcome 1.19: Describe how performance would be adapted when preparing a poached fish dish for a patient in hospital.

2. Title: Prepare and cook basic sauces and soups

Specific Outcome 2.1: Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean and the impact on the organisation of not doing so.

Specific Outcome 2.2: Explain how to identify cooked hot and cold sauces and give reasons.

Specific Outcome 2.3: Describe the main contamination threats when preparing, cooking and storing soups and sauces and how to avoid them.

Specific Outcome 2.4: Explain the relationship between time and temperature when cooking soups and sauces in terms of costs, customer satisfaction and food hygiene.

Specific Outcome 2.5: Explain how to identify cooked soup and give reasons.

Specific Outcome 2.6: State organisational requirements for preparation, cooking and storage of basic sauces and soups.

Specific Outcome 2.7: Demonstrated ability to make DECISIONS about practice and to ACT accordingly :

Specific Outcome 2.8: Clean preparation and cooking areas and equipment hygienically prior to use.

Specific Outcome 2.9: Given a range of sauce ingredients, select the required type, quality and quantity. (Range of sauces: roux sauce, starch thickened sauce, vinaigrette, mayonnaise / mayonnaise based, hollandaise)

Specific Outcome 2.10: Given a range of soups, select the required type, quality and quantity ingredients. (Range of soups: cream, broth, consommé, purée)

Specific Outcome 2.11: Prepare the ingredients, then cook and finish according to sauce/ soup requirements.

Specific Outcome 2.12: Finish, garnish and present the soup.

Specific Outcome 2.13: Store sauces/ soups not for immediate use in accordance with organisational requirements.

3. Title: Prepare and cook basic dough products

Specific Outcome 3.1: Explain the importance of the relationship between time and temperature when preparing and cooking dough products in terms of costs, customer satisfaction, food hygiene and quality of food.

Specific Outcome 3.2: Explain the importance of keeping preparation and cooking areas and equipment hygienically clean and the impact on the organisation of not doing so.

Specific Outcome 3.3: Describe the main contamination threats when preparing and cooking dough products.

Specific Outcome 3.4: Explain how to identify cooked dough products.

Specific Outcome 3.5: State organisational requirements for the preparation, cooking and storage of basic dough products.

Demonstrated ability to make DECISIONS about practice and to ACT accordingly:

Specific Outcome 3.6: Clean preparation and cooking areas and equipment hygienically prior to use, according to OHS act specifications.

Specific Outcome 3.7: Given a range of dough ingredients, select the required type, quality and quantity. (Range of ingredients: baking powder, self-raising flour / plain flour / wholemeal flour, fresh yeast, dried yeast, fat / oil, sugar, eggs, milk or water)

Specific Outcome 3.8: Given a range of dough and preparation methods, select the appropriate method in accordance with recipe specifications. (Range of dough: white dough, wholemeal or wheat meal dough or cornmeal, enriched dough) (Range of preparation methods: mixing, proving, folding, shaping / plaiting, rolling, glazing)

Specific Outcome 3.9: Store prepared dough not for immediate use hygienically.

Specific Outcome 3.10: Prepare the dough suitably for the cooking process.

Specific Outcome 3.11: Cook the dough according to recipe requirements.

Specific Outcome 3.12: Given a range of dough products, finish the cooked products according to recipe requirements. (Range of dough products: scones, muffins, bread rolls, bread loaves, buns or doughnuts, pizza bases, naan or pita bread)

- Specific Outcome 3.13: Store finished dough products not for immediate consumption hygienically.
- Specific Outcome 3.14: Clean preparation and cooking areas and equipment correctly after use.
- Specific Outcome 3.15: Given a range of problems with production, decide what action to take and give reasons for that choice. (Range of problems with production: injury, ovens not working properly (too hot or too cold), some ingredients unavailable, dough does not prove, dough products don't rise, bread and rolls are heavy, dough products under or over cooked, too much baking powder used)
- Specific Outcome 3.16: Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:
- Specific Outcome 3.17: Given a situation where a customer is gluten intolerant, describe how to prepare and cook basic dough products that would be suitable.
- Specific Outcome 3.18: Given a buffet where a bread display has to be made, describe how to go about the production of the items for the bread display. (What would it look like?)

4. Title: Prepare and cook basic pastry dishes

- Specific Outcome 4.1: Explain the importance of the relationship between time and temperature in the preparation and cooking of fresh pastry.
- Specific Outcome 4.2: Explain the importance of allowing pastry to rest before using.
- Specific Outcome 4.3: Describe the main contamination threats when preparing, cooking and storing pastry dishes.
- Specific Outcome 4.4: Explain how to identify cooked pastry dishes.
- Specific Outcome 4.5: Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Specific Outcome 4.6: State organisational requirements when preparing, cooking and storing fresh pastry.
- Demonstrated ability to make DECISIONS about practice and to ACT accordingly:
- Specific Outcome 4.7: Clean preparation areas and equipment hygienically prior to use and comply with OHS act specifications.
- Specific Outcome 4.8: Given a range of types of pastry, select the required type, quality and quantity ingredients according to

- recipe specifications. (Range of types of pastry: short, sweet, puff, choux)
- Specific Outcome 4.9: Given a range of preparation methods, select and use the appropriate methods. (Range of preparation methods: mixing, folding, kneading, rolling, resting, cutting, shaping, glazing)
- Specific Outcome 4.10: Store prepared pastry not for immediate use hygienically.
- Specific Outcome 4.11: Select the required type, quality and quantity pastry and dish ingredients.
- Specific Outcome 4.12: Combine pastry correctly with other ingredients and cook in accordance with recipe specifications.
- Specific Outcome 4.13: Given a range of pastry dishes and finishing methods, select the appropriate method and present dishes for immediate consumption. (Range of pastry dishes: pies or pasties, sausage or vegetarian rolls, tarts or flans, vol-au-vents or bouchées) (Range of finishing methods: dusting, piping, filling)
- Specific Outcome 4.14: Store pastry dishes not for immediate consumption hygienically.
- Specific Outcome 4.15: Clean preparation areas and equipment correctly after use.
- Specific Outcome 4.16: Given a range of problems with production, decide what action to take and give reasons for that choice. (Range of problems with production: burns, oven temperature too high, water content of butter is too high, butter is rancid, pastry doesn't rise, pastry not cooked through, burnt pastry, pastry heavy and doughy)
- Specific Outcome 4.17: Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:
- Specific Outcome 4.18: Given a cocktail party where guests will be standing and require finger food, name suitable pastry dishes for such an occasion.
- Specific Outcome 4.19: Given an A la Carte restaurant with a dessert trolley, describe suitable pastry dishes, which would be easy to serve and not spoil on a dessert trolley.
- Specific Outcome 4.20: Given a customer who requests a 'high tea' describe how performance would be adapted in producing suitable pastry dishes.

5. Title: Prepare bake and decorate basic cakes and biscuits

- Specific Outcome 5.1: Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Specific Outcome 5.2: Explain the importance of the relationship between time and temperature when cooking cakes and biscuits in terms of costs, customer satisfaction, food hygiene and quality of food.
- Specific Outcome 5.3: Describe the various preparation methods and give reasons for their suitability.
- Specific Outcome 5.4: Describe the main contamination threats when preparing, baking and decorating basic cakes & biscuits.
- Specific Outcome 5.5: State organisational requirements for preparation, cooking, decorating and storing basic cakes and biscuits.
- Demonstrated ability to make DECISIONS about practice and to ACT accordingly:
- Specific Outcome 5.6: Clean preparation areas and equipment hygienically prior to use according to OHS act specifications.
- Specific Outcome 5.7: Select the required type, quality and quantity ingredients.
- Specific Outcome 5.8: Given a range of mixture and preparation methods, select the appropriate method according to recipe specifications. (Range of mixture: cake, biscuit, sponge) (Range of preparation methods: creaming, beating, whisking, folding, rubbing in, melting)
- Specific Outcome 5.9: Store prepared mixture not for immediate use hygienically.
- Specific Outcome 5.10: Given a range of containers and preparation methods, use appropriate methods in accordance with product requirements. (Range of containers: tins, trays) (Range of methods: lining with grease / oil, lining with grease proof / rice paper, flour)
- Specific Outcome 5.11: Select the required type, quality and quantity of cake and biscuit mixtures.
- Specific Outcome 5.12: Prepare the mixture suitably for the cooking process according to product requirements.
- Specific Outcome 5.13: Given a range of finishing, cook cakes and biscuits and finish them in accordance with recipe specifications. (Range of finishing: turning out, cooling, spreading and rolling (Swiss roll))

- Specific Outcome 5.15: Given a range of decorations and fillings, select the required type, quality and quantity of ingredients.
(Range of decorations/ fillings: glaze icing, butter cream, whipped cream, chocolate, custard, fruit fillings / fresh fruit, jam, dusting)
- Specific Outcome 5.15: Prepare fillings and decorations suitably for cake and biscuit decoration.
- Specific Outcome 5.16: Decorate products using appropriate methods.
- Specific Outcome 5.17: Store finished cakes and biscuits not for immediate consumption hygienically.
- Specific Outcome 5.18: Clean preparation areas and equipment correctly after use.
- Specific Outcome 5.19: Given a range of problems with production, decide what action to take and give reasons for that choice.
(Range of problems with production: oven not working properly, ingredients unavailable or of inferior quality, cakes have risen unevenly, cakes have not risen, cakes have a dry, heavy crust, cakes stick to tin, biscuit dough is too soft to handle, burnt cakes or biscuits)
- Specific Outcome 5.20: Complete all work in an organised and efficient manner taking account of priorities and deadlines.

Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE

- Specific Outcome 5.21: Given a situation advising very short notice of a wedding function, describe how performance would be adapted in producing a suitable wedding cake, considering that fruitcakes need to stand for a considerable period before they can be iced and decorated.
- Specific Outcome 5.21: Given a tea trolley, describe how performance would be adapted to produce suitable cakes and biscuits.

6. Title: Prepare and present food for cold presentation

- Specific Outcome 6.1: Describe the main contamination threats when preparing and storing canapés, open sandwiches and food for cold presentation.
- Specific Outcome 6.2: Explain the importance of keeping preparation areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Specific Outcome 6.3: Describe the correct accompaniments for the relevant items to be served.

Specific Outcome 6.4: Explain the importance of visually appealing finished products.

Specific Outcome 6.5: State organisational requirements when preparing, presenting and storing food for cold presentation.

Demonstrated ability to make DECISIONS about practice and to ACT accordingly:

Specific Outcome 6.6: Clean preparation areas and equipment hygienically prior to use.

Specific Outcome 6.7: Given a range of bases and other ingredients, select the required type, quality and quantity of ingredients. (Range of other ingredients: cooked or cured meats or poultry, cooked or cured fish or shellfish, fresh vegetables or fruit, preserved vegetables or fruit, eggs, cheese, cream toppings) (Range of bases: fresh toast or bread, pre-prepared puff pastry, pre-prepared short pastry, rye or crisp bread, biscuits)

Specific Outcome 6.8: Prepare ingredients in accordance with customer requirements.

Specific Outcome 6.9: Prepare garnish and present canapés and sandwiches in accordance with recipe specifications.

Specific Outcome 6.10: Store finished products not for immediate consumption in accordance with OHS act requirements.

Specific Outcome 6.11: Given a range of food products and preparation methods, select the appropriate methods and garnish food products. (Range of food products: cooked or cured meats or cooked poultry, pre-prepared pâtés or terrines or pies, fish or shellfish) (Range of methods: slicing, portioning, dressing, garnishing)

Specific Outcome 6.12: Hold/keep displayed food in accordance with OHS act specifications.

Specific Outcome 6.13: Clean preparation areas and equipment correctly after use.

Specific Outcome 6.14: Given a range of problems with production, decide what action to take and give reasons for that choice. (Range of problems with production: cuts, meat slicers not working, specific ingredients unavailable, bread old, biscuits soggy, pâtés sour)

Specific Outcome 6.15: Complete all work in an organised and efficient manner taking account of priorities and deadlines.

Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE :

Specific Outcome 6.16: Given customers who are Kosher, Halaal or vegetarian, describe how to adapt performance in selecting and preparing suitable dishes for cold presentation.

Specific Outcome 6.17: Select appropriate food items for cold presentation at a cocktail party, which will be followed by a three-course meal.

7. Title: Handle and store food

Specific Outcome 7.1: Explain reasons for maintaining a constant stock of food items.

Specific Outcome 7.2: Explain reasons for securing storage areas from unauthorised access.

Specific Outcome 7.3: Explain reasons for storing food at the correct, safe temperature and the impact on the organisation of not doing so.

Specific Outcome 7.4: Explain the importance of storing thawing frozen food correctly.

Specific Outcome 7.5: Explain reasons for storing raw and cooked foods separately.

Specific Outcome 7.6: Explain the importance of lifting heavy or bulk items using approved safe methods.

Specific Outcome 7.7: State organisational requirements for handling and storage of food.

Demonstrated ability to make DECISIONS about practice and to ACT accordingly:

Specific Outcome 7.8: Given a range of food items and types of food items, select the correct conditions for storing at all times in accordance with OHS act specifications. (Range of food items: meat, poultry, fish, fruit, vegetables, eggs, bread items, cakes and biscuits, dairy items, dry goods)
(Range of types of food items: ambient, chilled, frozen, cooked, uncooked)

Specific Outcome 7.9: Given a range of packaging, take appropriate care when handling food items so that packaging remains undamaged. (Range of packaging: cans, bottles or jars, packets, boxes, bags or sacks)

Specific Outcome 7.10: Store or thaw frozen food correctly in accordance with health specifications.

Specific Outcome 7.11: Keep storage areas clean, tidy and free from refuse.

- Specific Outcome 7.12: Report low food stock levels to the appropriate person.
- Specific Outcome 7.13: Secure storage areas from unauthorised access.
- Specific Outcome 7.14: Given a range of unexpected situations, decide what action to take and give reasons for that choice. (Range of unexpected situations: cuts, burns, injuries to back or other injuries, power cuts, equipment failure, insufficient or damaged stock, contaminated stock [pests, blood, foreign material], stock past 'use by' date, freezer burn)
- Specific Outcome 7.15: Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:
- Specific Outcome 7.16: Given a situation where the freezer has defrosted due to a power failure overnight, describe the actions to be taken in rescuing the meat (high value item) as it has now defrosted and should not be re-frozen.
- Specific Outcome 7.17: Given a situation where there has been an infestation of ants in the dry store, describe how to solve the problem.

8. Title: Cook-Chill foods

- Specific Outcome 8.1: Explain reasons for controlling portions when filling packages.
- Specific Outcome 8.2: Explain reasons for sealing and labelling food containers correctly before storage and the impact of not doing so.
- Specific Outcome 8.3: Explain the importance of the relationship between time and temperature when preparing cook-chill food in terms of costs, customer satisfaction, food hygiene and quality of food.
- Specific Outcome 8.4: Explain reasons for following stock rotation procedures.
- Specific Outcome 8.5: Explain reasons for securing storage areas from unauthorised access.
- Specific Outcome 8.6: Explain the importance of monitoring and recording food temperatures regularly.
- Specific Outcome 8.7: Describe the main contamination threats when storing cook-chill foods.

- Specific Outcome 8.8: State organisational requirements when using the cook-chill method.
- Specific Outcome 8.9: Demonstrated ability to make DECISIONS about practice and to ACT accordingly:
- Specific Outcome 8.10: Clean preparation areas and equipment hygienically prior to use.
- Specific Outcome 8.11: Given a range of food, select the required type, quality and quantity of food. (Range of food: meat or poultry dishes, joints or whole chickens, vegetables or fruit, fish or shellfish dishes, sauces or soups, egg dishes, desserts)
- Specific Outcome 8.12: Portion, pack and cover food in accordance with safe hygienic practices.
- Specific Outcome 8.13: Blast-chill food in accordance with manufacturer's specifications.
- Specific Outcome 8.14: Seal food containers and label correctly.
- Specific Outcome 8.15: Transport food containers to the appropriate storage area within the required time.
- Specific Outcome 8.16: Monitor and record food temperatures in accordance with safe hygienic practices.
- Specific Outcome 8.17: Given there are problems with production and storage, decide what action to take and give reasons for that choice. (Range of problems with production and storage: cuts or burns, blast-chiller not working, insufficient storage space, insufficient wrapping materials)
- Specific Outcome 8.18: Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Specific Outcome 8.19: Store cook-chill items under correct conditions according to safe hygienic practices.
- Specific Outcome 8.20: Follow stock rotation procedures and use stocks in date order.
- Specific Outcome 8.21: Maintain accurate records of food items received, stored and issued.
- Specific Outcome 8.22: Handle food items and containers with appropriate care and ensure they remain undamaged during handling and transportation.
- Specific Outcome 8.23: Keep storage areas clean, tidy and free from refuse.

Specific Outcome 8.24: Secure storage areas from unauthorised access

9. Title: Cook-freeze Foods

Specific Outcome 9.1: Explain reasons for controlling portions when filling packages.

Specific Outcome 9.2: Explain reasons for sealing and labelling food containers correctly before storage and the impact of not doing so.

Specific Outcome 9.3: Explain the importance of the relationship between time and temperature when preparing cook-freeze food in terms of costs, customer satisfaction, food hygiene and quality of food.

Specific Outcome 9.4: Explain reasons for following stock rotation procedures.

Specific Outcome 9.5: Explain reasons for securing storage areas from unauthorised access.

Specific Outcome 9.6: Explain the importance of monitoring and recording food temperature regularly.

Specific Outcome 9.7: Describe the main contamination threats when storing cook-freeze foods.

Specific Outcome 9.8: State organisational requirements when using the cook-freeze method.

Demonstrated ability to make DECISIONS about practice and to ACT accordingly:

Specific Outcome 9.9: Clean preparation areas and equipment hygienically prior to use and adhere to basic principles of hygiene.

Specific Outcome 9.10: Given a range of food, select the correct type, quality and quantity of food required. (Range of food: meat or poultry dishes, joints or whole chickens, vegetables or fruit, fish or shellfish dishes, sauces or soups, egg dishes, desserts)

Specific Outcome 9.11: Portion, pack and cover food hygienically.

Specific Outcome 9.12: Blast-freeze food in accordance with manufacturer's Instructions.

Specific Outcome 9.13: Seal food containers and label correctly.

Specific Outcome 9.14: Transport food containers to the appropriate storage area within the required time.

Specific Outcome 9.15: Monitor and record food temperatures in accordance with safe hygienic practices.

Specific Outcome 9.16: Given problems with production and storage, decide what action to take and give reasons for that choice.

(Range of problems with production and storage: slippery floors in freezers, cuts or burns, blast freezer not working, power cuts, insufficient packaging materials or damaged stock)

- Specific Outcome 9.17: Store cook-freeze items under correct conditions and in accordance with safe hygienic practices.
- Specific Outcome 9.18: Follow stock rotation procedures and use stocks in date order.
- Specific Outcome 9.19: Maintain accurate records food items, received, stored and issued.
- Specific Outcome 9.20: Handle food items and containers with appropriate care and ensure they remain undamaged during handling and transportation.
- Specific Outcome 9.21: Keep storage areas clean, tidy and free from refuse and at the correct temperature.
- Specific Outcome 9.22: Secure storage areas from unauthorised access.
- Specific Outcome 9.23: Monitor transportation temperature before and after transit.
- Specific Outcome 9.24: Complete all work in an organised and efficient manner taking account of priorities and deadlines.

Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:

- Specific Outcome 9.25: Given that the blast-freezer was out of order describe alternative ways the cook-freeze method could still be applied. What would be important criteria?

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

- Specific Outcome 10.1: Explain the importance of checking food during hand-over and the impact on the organisation of not doing so.
- Specific Outcome 10.2: Explain the procedures that must be followed when food that is checked does not meet requirements.
- Specific Outcome 10.3: Explain the importance of recording the correct information on the correct documentation.
- Specific Outcome 10.4: State organisational requirements when providing a cook-freeze and cook-chill service to clients.

Demonstrated ability to make DECISIONS about practice and to ACT accordingly:

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

- Specific Outcome 10.6: Store deliveries received immediately under correct conditions.
- Specific Outcome 10.7: Monitor and record freezer room temperatures in line with safe hygienic practices.
- Specific Outcome 10.8: Follow stock rotation procedures in line with first-in-first-out principles.
- Specific Outcome 10.9: Maintain accurate records of goods received and issued and make these available to relevant persons.
- Specific Outcome 10.10: Issue and pack cook-freeze / cook-chill foods in accordance with orders received.
- Specific Outcome 10.11: Check cook-freeze / cook-chill foods issued during hand-over.
- Specific Outcome 10.12: Secure storage areas from unauthorised access at all times.
- Specific Outcome 10.13: Given a problem, decide what action to take and give reasons for that choice. (Range of problems experienced: insufficient or damaged stock, fridge/freezer failure)
- Specific Outcome 10.14: Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Specific Outcome 10.15: Order cook-freeze / cook-chill food using the appropriate documentation.
- Specific Outcome 10.16: Carry out checks to ensure that cook-freeze / cook chill food received is of the correct quality.
- Specific Outcome 10.17: Store stocks in satellite kitchens under correct conditions.
- Specific Outcome 10.18: Thaw or heat food in accordance with instructions.
- Specific Outcome 10.19: Maintain correct temperature of food prior to service.
- Specific Outcome 10.20: Place food on trolleys and hand over to appropriate person.
- Specific Outcome 10.21: Clean work areas and trolleys correctly after use.
- Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:
- Specific Outcome 10.22: Given a customer who requests a range of cook-frozen foods not currently available due to various reasons, describe what actions would be appropriate.

UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 4**1. Title: Prepare and cook basic meat, poultry, game or offal dishes**

- Specific Outcome 1.1:** Describe the various methods of checking quality in meat, poultry, game and offal.
- Specific Outcome 1.2:** Describe the main contamination threats when preparing, cooking or storing meat dishes and their impact on the organisation.
- Specific Outcome 1.3:** Explain the relationship between time and temperature when cooking meat in terms of costs, customer satisfaction, food hygiene and quality of food.
- Specific Outcome 1.4:** Explain the importance of keeping preparation, cooking and storage areas and equipment hygienically clean.
- Specific Outcome 1.5:** Describe the impact on customers and the organisation of not cooking meat to dish requirements.
- Specific Outcome 1.6:** State organisational procedures for preparing, cooking and storing meat, poultry, game and offal.
- Specific Outcome 1.7:** Demonstrated ability to make DECISIONS about practice and to ACT accordingly:
- Specific Outcome 1.8:** Clean preparation areas and equipment hygienically prior to use and comply with the OHS act.
- Specific Outcome 1.9:** Given a range of meat, poultry, game and offal, select the required type, cut, quality and quantity required. (Range of meat, poultry, game or offal: beef or veal, lamb or mutton, pork or bacon, liver or kidney, chicken, turkey or duck, game)
Given a range of preparation methods for meat, select the appropriate method. (Range of preparation methods: trimming, boning, dicing, trussing or tying, skinning, washing, marinating, coating, seasoning, stuffing)
- Specific Outcome 1.10:** Combine prepared meat, poultry, game or offal with other ingredients ready for cooking.
- Specific Outcome 1.11:** Prepare the appropriate cooking equipment for use.
- Specific Outcome 1.12:** Prepare cooking areas and equipment hygienically for use and comply with OHS act specifications.
- Specific Outcome 1.13:** Given the range of cooking methods cook the meat using appropriate cooking methods according to customer and dish requirements (Range of cooking methods: roasting, grilling or griddling or braaiing, shallow or stir frying, braising, stewing, boiling, poaching or steaming)

- Specific Outcome 1.14: Finish and present meat, poultry, game or offal according to customer and dish requirements.
- Specific Outcome 1.15: Given a range of problems with production, decide what action to take and give reasons for that choice. (Range of problems with production: cuts or burns, equipment failure, Insufficient or damaged stock, tough or burnt meat, meat overcooked to customer requirements)
- Specific Outcome 1.16: Clean cooking areas and equipment correctly after use.
- Specific Outcome 1.17: Store prepared dishes not for immediate consumption hygienically in accordance with health regulations.
- Specific Outcome 1.18: Complete all work in an organised and efficient manner taking account of priorities and service times.

Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:

- Specific Outcome 1.19: Given a situation such as catering for Kosher / Halaal customers, describe how performance would be adapted.
- Specific Outcome 1.20: Describe appropriate garnishes for hot and cold meat dishes, adapting them to the following instances: (a) preparing hot meat, poultry, game and offal dishes for an upmarket a la Carte menu. (b) Preparing cold meat and poultry dishes for a buffet. (c) Preparing hot meat, game, offal and poultry dishes for a buffet.

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

- Specific Outcome 2.1: Describe the main contamination threats when preparing and cooking hot and cold desserts and explain how to avoid contamination.
- Specific Outcome 2.2: Explain the importance of keeping preparation areas, cooking areas, storage areas and equipment hygienically clean and the impact on the organisation of not doing so.
- Specific Outcome 2.3: Explain the relationship between time and temperature when cooking hot and cold desserts.

- Specific Outcome 2.4: State organisational procedures for preparing and cooking hot and cold desserts.
- Specific Outcome 2.5: Demonstrated ability to make DECISIONS about practice and to ACT accordingly:
- Specific Outcome 2.6: Clean preparation, cooking areas and equipment hygienically prior to use and explain why hygiene is important.
- Specific Outcome 2.7: Given a range of desserts, select appropriate ingredients of the type, quality and quantity required by recipe specifications. (Range of desserts: trifle, flans / tarts/ pies (sweet & short pastry), basic meringue, jellies, moulded creams, egg custard or crème caramel, pancakes, sponge based (steamed and baked), egg based)
- Specific Outcome 2.8: Given a range of preparation and cooking methods for dessert ingredients, identify appropriate methods and give reasons. (Range of preparation methods: Piping, mixing, whisking, pureeing, combining, creaming, moulding, peeling, slicing, filling) (Range of cooking methods: boiling / poaching, stewing, baking, steaming, double boiling.)
- Specific Outcome 2.9: Finish the dessert using appropriate finishing methods and garnishes. (Range of finishing methods: cooking or chilling, glazing, piping, dusting, turning out, filling, portioning.
- Specific Outcome 2.10: Store finished desserts not for immediate consumption in accordance with organisational requirements.
- Specific Outcome 2.11: Clean preparation and cooking areas and equipment correctly after use.
- Specific Outcome 2.12: Given a range of problems with production, decide what action to take and give reasons for that choice. (Range of problems with production: burning or cutting yourself, oven temperature too high or too low, ingredients of an inferior quality, desserts not setting, desserts curdling, desserts not cooked through, cream separating)
- Specific Outcome 2.13: Complete all work in an organised and efficient manner taking account of priorities and deadlines.
- Specific Outcome 2.14: Demonstrated ability to learn from our actions and to adapt performance.
- Specific Outcome 2.15: Given a customer with gluten intolerance, name desserts that would be suitable for preparation in this instance.

- Specific Outcome 2.16: Given a vegan customer, explain how performance would be adapted in preparing desserts that would be appropriate

UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES NQF LEVEL 5

1. Title: Maintain food production operations

- Specific Outcome 1.1: Explain the importance of monitoring the use of resources on an ongoing basis.
- Specific Outcome 1.2: Describe methods of obtaining feedback in relation to portion control.
- Specific Outcome 1.3: State organisational requirements for maintaining food production operations.
- Demonstrated ability to make DECISIONS about practice and to ACT accordingly:
- Specific Outcome 1.4: Given a range of resources, make available to kitchen staff all the necessary resources in various types of situations. (Range of resources: supplies, equipment, power, staff, time) (Range of situations: during normal operations, at short notice, special events)
- Specific Outcome 1.5: Given a range of instructions and food production methods, instruct kitchen staff fully. (Range of instructions: verbal, pictorial, written) (Range of methods: preparation, storage after production, chilling, freezing, re-heating, presentation, distribution)
- Specific Outcome 1.6: Monitor food production methods to ensure appropriate working practices are used.
- Specific Outcome 1.7: Take appropriate action to ensure delays are minimised.
- Specific Outcome 1.8: Monitor work activities for efficient use of resources.
- Specific Outcome 1.9: Assess yields accurately to ensure targets are met.
- Specific Outcome 1.10: Given a range of situations, in which portion control is applied, inform staff of the importance of maintaining portion control for the financial success of the organisation. (Range of situations: normal service, special events)
- Specific Outcome 1.11: Check portions and explain the importance of doing this.

- Specific Outcome 1.12: Given a range of modes of feedback, monitor feedback to accurately identify over or under portioning. (Range of feedback: formally, informally, from customers staff)
- Specific Outcome 1.13: Monitor operations regularly.
- Specific Outcome 1.14: Record relevant information accurately in the appropriate format and make this available to the appropriate people.
- Specific Outcome 1.15: Given a range of unexpected situations and problems, decide what action to take and give reasons for that choice. (Range of unexpected situations: supply problems, power /equipment failures, staffing problems, incorrect portion size)
- Specific Outcome 1.16: Prioritise, delegate as appropriate and complete all work in an organised and efficient manner in accordance with priorities and deadlines.

Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:

- Specific Outcome 1.17: Given the importance of portioning of food, explain how performance would be adapted in different situations to ensure that portion sizes served are correct and not too big or too small.
- Specific Outcome 1.18: Given a different size operation describe how performance would be adapted when maintaining food production operations

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

- Specific Outcome 2.1: Describe potential hazards when using cleaning materials and explain how to avoid accidents or misuse.
- Specific Outcome 2.2: Describe steps to be followed where problems are identified through inspections.
- Specific Outcome 2.3: State organisational requirements when cleaning / maintaining kitchen areas and equipment.

Demonstrated ability to make DECISIONS about practice and to ACT accordingly:

- Specific Outcome 2.4: Given a range of areas where the cleaning programme applies and a range of modes of communication, inform staff and obtain clarification of the cleaning procedures. (Range of cleaning programme relates to: food production areas, preparation areas and equipment, storage areas and equipment, wash up areas, cleaning equipment, kitchen offices, staff toilets and change rooms) (Range of communication: written, verbal, diagrammatic)

- Specific Outcome 2.5: Conduct inspections while demonstrating correct procedures. (Range of inspections: ongoing, regular, spot checks)
- Specific Outcome 2.6: Make available the full range of resources necessary for operations. (Range of resources: staff, cleaning equipment, cleaning agents, protective clothing)
- Specific Outcome 2.7: Take appropriate action to rectify unsatisfactory work and resource problems.
- Specific Outcome 2.8: Record all relevant information accurately in a suitable format and make this available to the appropriate people.
- Specific Outcome 2.9: Given a range of unexpected situations and problems, decide what action to take and give reasons for that choice. (Range of unexpected situations and problems: insufficient cleaning materials and /or chemicals, cleaning machinery is faulty, power /equipment failures, staff sick, insufficient cleaning staff)
- Specific Outcome 2.10: Prioritise, delegate as appropriate and complete all work in an organised and efficient manner according to priorities and deadlines.

Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:

- Specific Outcome 2.11: Given a new supplier of cleaning materials, describe how to ensure that the correct cleaning agents and dilutions of the chemicals are used.

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

- Specific Outcome 3.1: Explain the importance of lifting heavy or bulk items in accordance with safety procedures.
- Specific Outcome 3.2: Describe methods to detect signs of pest infestation.
- Specific Outcome 3.3: Explain reasons for maintaining good personal hygiene when handling and storing food and the impact of not doing so.
- Specific Outcome 3.4: Explain the importance of keeping storage areas and equipment hygienically clean and the impact of not doing so.
- Specific Outcome 3.5: Describe the main contamination threats when storing food.
- Specific Outcome 3.6: Explain the importance of covering cuts and grazes and reporting any illness promptly and the impact of neglecting to do so.

- Specific Outcome 3.7: Explain the importance of the relationship between time and temperature when storing and cooking food.
- Specific Outcome 3.8: Describe the checks that should be carried out upon delivery to ensure that food items are in a good hygienic condition.
- Specific Outcome 3.9: Explain reasons for keeping raw and cooked food separately during storage.
- Specific Outcome 3.10: Describe methods to prevent cross contamination.
- Specific Outcome 3.11: Describe the correct procedures for defrosting food items and explain the impact of following incorrect procedures.
- Specific Outcome 3.12: Explain reasons for always storing food in the correct place.
- Specific Outcome 3.13: State organisational requirements when maintaining and promoting food hygiene.
- Demonstrated ability to make DECISIONS about practice and to ACT accordingly:
- Specific Outcome 3.14: Given a range of unhygienic activities, wash hands using antiseptic soap after carrying out such activities. (Range of unhygienic activities: handling waste / food waste, visit to toilet, touching of face and hair, blowing nose, handling unwashed fresh foods, smoking, handling cleaning fluids / materials)
- Specific Outcome 3.15: Maintain storage area in a clean and hygienic condition.
- Specific Outcome 3.16: Carry out appropriate checks upon delivery to ensure that food items are in good hygienic condition.
- Specific Outcome 3.17: Store a range of food demonstrating the correct procedures and explain the importance of doing this in accordance with the food type. (**Range of food items:** meat, poultry, fish, dairy products, vegetables, fruit, eggs, dry goods) (**Range of food types:** chilled, frozen, uncooked, cooked)
- Specific Outcome 3.18: Rotate stock following correct operational and hygienic procedures.
- Specific Outcome 3.19: Carry out appropriate operational procedures to minimise risk of pest infestation.
- Specific Outcome 3.20: Maintain food preparation, cooking areas and equipment in a hygienic condition.
- Specific Outcome 3.21: Prepare raw and high-risk foods separately, using separate equipment.

- Specific Outcome 3.22: Remove all unfit or waste food from the food preparation and cooking area promptly.
- Specific Outcome 3.23: Keep all waste bins covered and away from food.
- Specific Outcome 3.24: Maintain food items at a safe temperature throughout the cooking process in line with safe hygiene practices.
- Specific Outcome 3.25: Take corrective measures to address unhygienic practices within food preparation, cooking and storage areas.
- Specific Outcome 3.26: Given a range of unexpected situations and problems, decide what action to take and give reasons for that choice. (Range of unexpected situations and problems: equipment faults, problems with food, customer/staff problems, problems with deliveries)
- Specific Outcome 3.27: Prioritise, delegate as appropriate and complete all work in an organised and efficient manner according to priorities and deadlines.

Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:

- Specific Outcome 3.28: Given a kitchen where there are inadequate storage facilities, describe how to adapt performance in safely storing different food types

4. Title: Maintain Food Production quality Control Systems, Procedures and Specifications

- Specific Outcome 4.1: Describe methods to monitor the effectiveness of quality control procedures.
- Specific Outcome 4.2: Describe steps that can be taken to ensure that quality systems and procedures are continuously in place.
- Specific Outcome 4.3: State organisational requirements when maintaining quality control systems and procedures.

Demonstrated ability to make DECISIONS about practice and to ACT accordingly:

- Specific Outcome 4.4: Given a range of systems, procedures and specifications, maintain these by means of correct communication. (Range of systems, procedures and specifications: Receiving, storing, preparation, storage after preparation, production, storage after production, chilling, freezing, reheating, presentation, distribution, stock control) (Range of communication: Verbally, in writing, in pictorial form)
- Specific Outcome 4.5: Instruct relevant staff fully in the operation of quality control systems, procedures and specifications.

Specific Outcome 4.6: Ask appropriate members of staff to identify failures in the quality control systems, procedures and specifications.

Specific Outcome 4.7: Take appropriate action to rectify deviations from the established system, procedures and specifications.

Specific Outcome 4.8: Record relevant information accurately in the appropriate format and make available to the appropriate people.

Specific Outcome 4.9: Given a range of unexpected situations and problems, decide what action to take and give reasons for that choice. (Range of unexpected situations and problems: supply problems, power /equipment failures, staffing problems)

Specific Outcome 4.10: Prioritise, delegate as appropriate and complete all work in an organised and efficient manner in accordance with priorities and deadlines.

Demonstrated ability to learn from our actions and to ADAPT PERFORMANCE:

Specific Outcome 4.11: Given a restaurant environment, explain how performance would differ from one situation to the next with regard to control systems:

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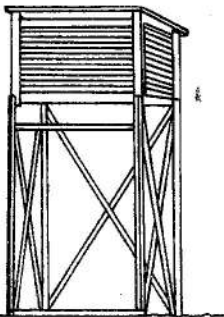
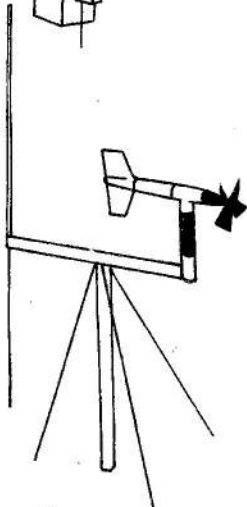
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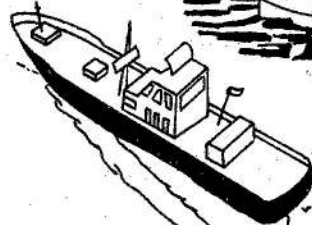
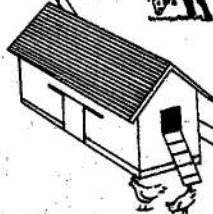
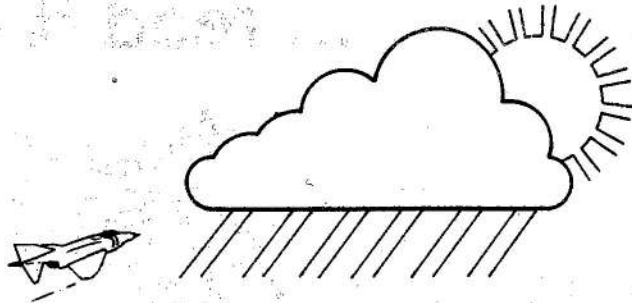
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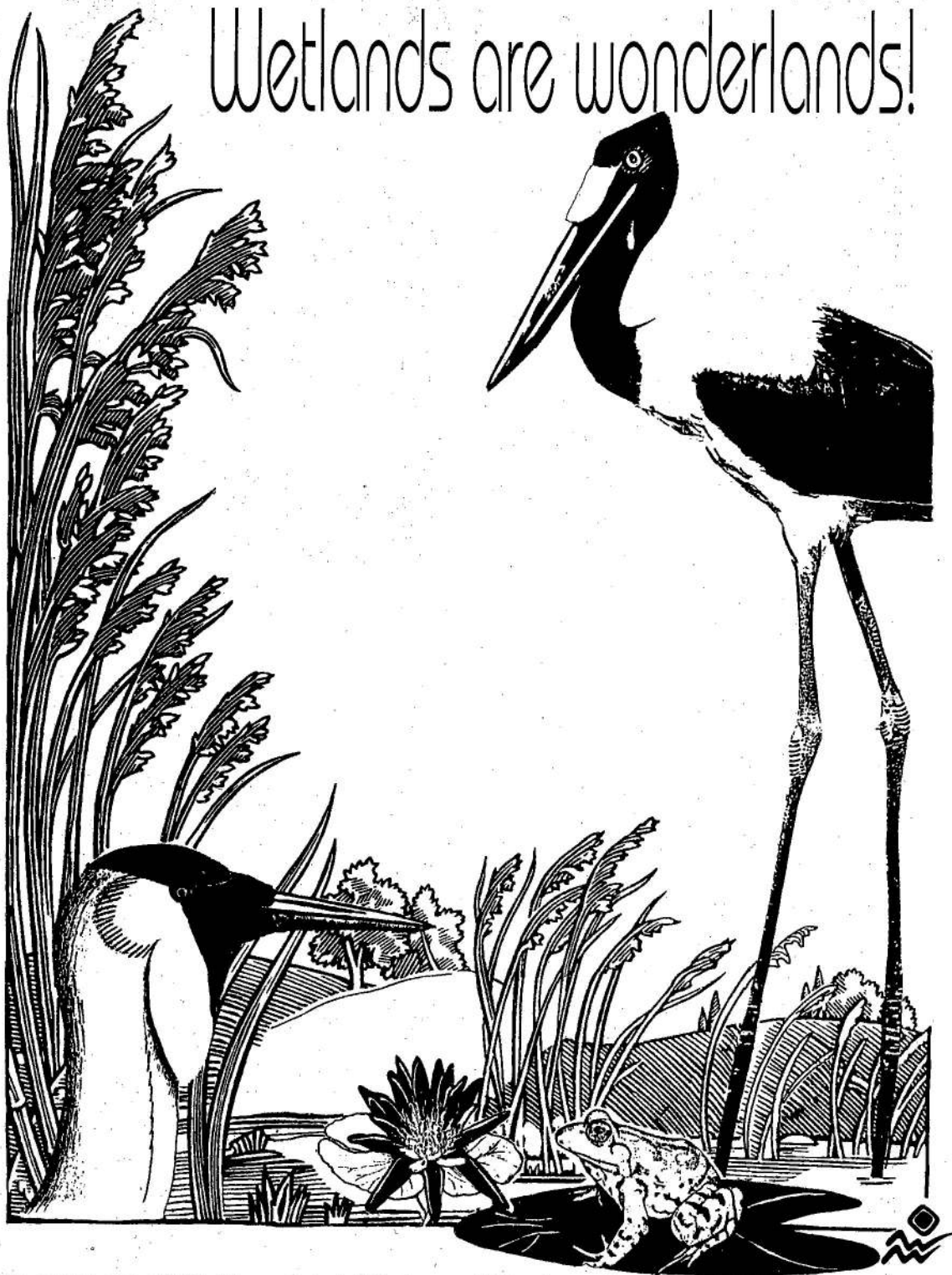


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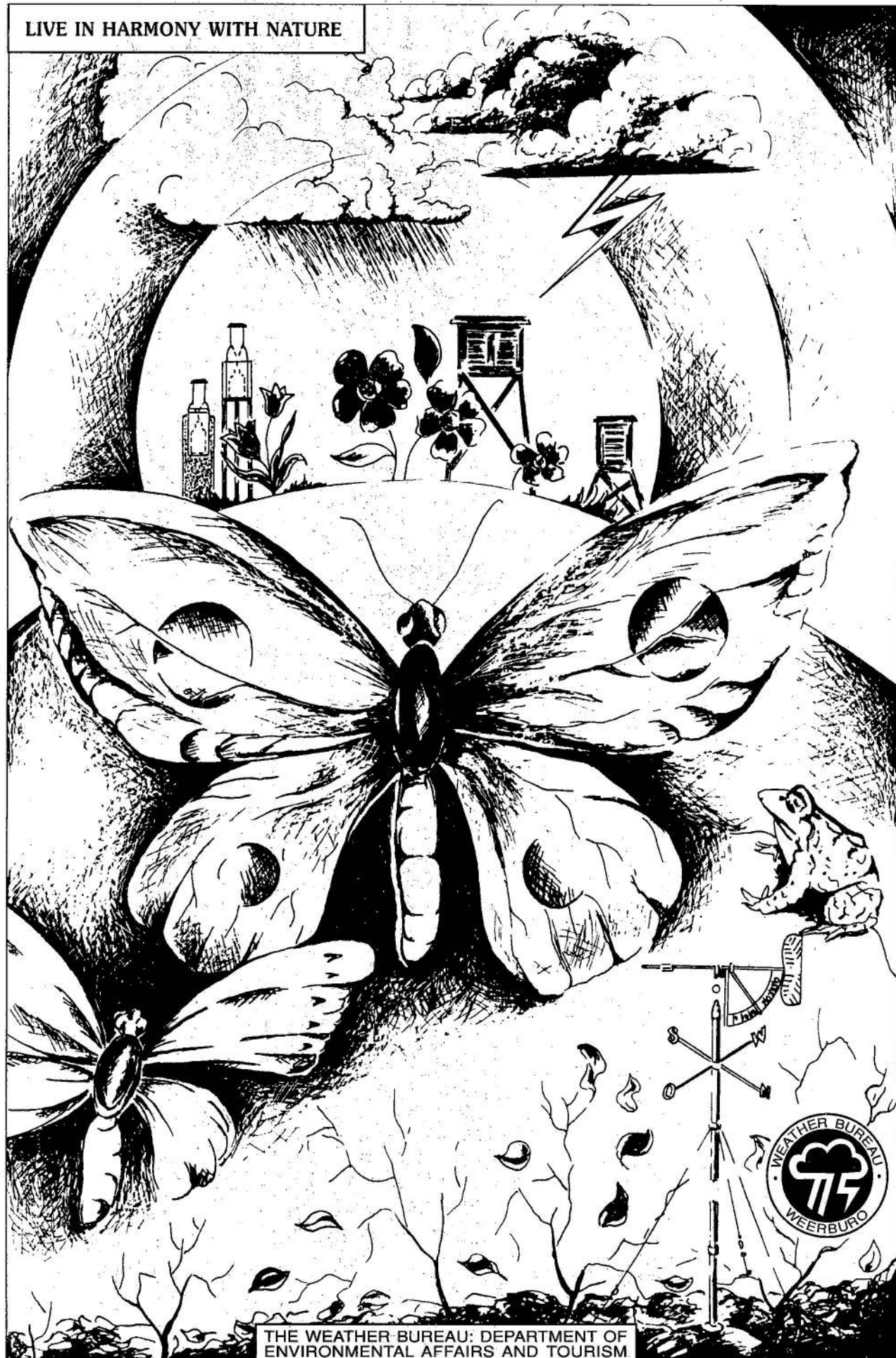
Wetlands are wonderlands!



Department of Environmental Affairs and Tourism



LIVE IN HARMONY WITH NATURE



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Printed by and obtainable from the Government Printer, Bosman Street, Private Bag X85, Pretoria, 0001

Publications: Tel: (012) 334-4508, 334-4509, 334-4510

Advertisements: Tel: (012) 334-4673, 334-4674, 334-4504

Subscriptions: Tel: (012) 334-4735, 334-4736, 334-4737

Cape Town Branch: Tel: (021) 465-7531

Gedruk deur en verkrygbaar by die Staatsdrukker, Bosmanstraat, Privaatsak X85, Pretoria, 0001

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