

Review Table – Hospitality Core Skills

Existing Classification

FIELD: SERVICES AND LIFE SCIENCES
Subfield: Hospitality and Tourism
Domain: Hospitality Operations

Note that the Domain has been changed for all unit standards in this existing domain, except those unit standards that fall outside the scope of this Review.

Any provider with a current accreditation for the Domain Hospitality Operations shall have their scope of accreditation expanded to include the Domain Hospitality – Core Skills to the level of their current scope.

Changes to the contents of the unit standards resulting from the Review

In the unit standards:

- Special notes referring to assessment contexts have been amended to give an indication that realism be reflected into the related training and assessment.
- Special Notes have been amended to give an emphasis to the need for documented evidence of multiple performances. Such documentation could be through the use of Logbooks or Training Diaries, etc.
- Special Notes have been amended to give emphasis, where relevant, to the opportunities for integrated training and assessment (ie, where the scope of a number of unit standards can be addressed at the same time).
- Legislation has been updated where necessary, and legislation or regulations not specific to the Title of the unit standard deleted.
- Special Notes and Ranges have been amended to give emphasis to any terms being defined.
- Minor changes or additions to wording to give clarification of meaning and scope of expected performances.

Deleted unit standards

The following unit standards have been deleted as they are no longer required and/or their requirements have been incorporated into other, relevant unit standards:

- 46
- 50
- 266

The last date for credit to be awarded for these unit standards is 31 December 2013.

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Id	Review Category	Classification Category (changes)	Title	NQF Level	NQF Credit
42	2	Hospitality – Core Skills	Follow workplace health, safety and hygiene procedures in a hospitality establishment	1 2	6
43	2	Hospitality – Core Skills	Prepare for and provide customer care in a hospitality establishment	1 2	4
44	2	Hospitality – Core Skills	Work with colleagues and customers in a culturally diverse hospitality environment	2	3
45	2	Hospitality – Core Skills	Conduct basic oral and written workplace communication in English in a hospitality establishment	2	5
46	4	Deleted – to Unit 268	Update and maintain hospitality industry knowledge and ethics	2	3
47	2	Hospitality – Core Skills	Dispose of waste in a hospitality establishment	2	4
48	2	Hospitality – Core Skills	Conserve resources and report maintenance requirements in a hospitality establishment	2	3
49	2	Hospitality – Core Skills	Organize work in a hospitality environment Organize own work in a hospitality environment	2 3	2
50	4	Deleted – to Unit 268	Demonstrate understanding of the importance of tourism for Namibia	2	3
51	2	Hospitality – Core Skills	Demonstrate general cleaning techniques for premises and equipment in a hospitality establishment	2	6
266	4	Deleted – see Unit 52	Communicate on the telephone in a hospitality establishment	3	2
267	2	Hospitality – Core Skills	Assist colleagues and provide service to guests in a hospitality establishment	3	4
268	2	Hospitality – Core Skills	Apply knowledge of jobs and career pathways in the hospitality industry in establishing a career plan Demonstrate knowledge of the hospitality industry and related jobs and career pathways	3 2	2 5
269	2	Hospitality – Core Skills	Use English in written and oral form to perform duties in a hospitality establishment	3	6
270	4	Deleted – a competency integrated within other unit standards	Perform routine workplace estimations and calculations in a hospitality establishment	2	2

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271	2	Hospitality – Core Skills	Receive, store and rotate stock and supplies in a hospitality establishment	3	4
272	2	Hospitality – Core Skills	Control stock and supplies in a hospitality establishment	3 4	5
503	2	Hospitality – Core Skills	Apply first aid in a hospitality establishment	3	3
516	2	Hospitality – Core Skills	Conduct basic workplace oral communication in an Asian or European language other than English in a hospitality establishment	4 2	4
550	2	Hospitality – Core Skills	Conduct routine workplace oral communication in an Asian or European language other than English in a hospitality establishment	5 3	10

Note

The following unit standards fell outside the scope of this Review as advised by the Tourism and Hospitality Industry Skills Committee. The Anticipated Review Date for these unit standards is 2013.

509			Implement workplace health, safety and security procedures in a hospitality establishment	4	8
510			Monitor, coach and administer staff in a hospitality establishment	4	8
511			Train staff in job skills in a hospitality establishment	4	8
512			Implement work operations in a hospitality establishment	4	8
513			Maintain financial records and systems in a hospitality establishment	4	8
514			Promote and sell tourism products in a hospitality establishment	4	8
515			Coordinate control of stock and supplies in a hospitality establishment	4	5
517			Facilitate effective workplace relationships in a hospitality establishment	4	8
537			Manage risk, safety and security in a hospitality establishment	5	8
538			Manage human resources in a hospitality establishment	5	24
539			Manage payroll for a hospitality establishment	5	7
540			Monitor staff performance in a hospitality establishment	5	8

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541			Develop and implement operational and strategic plans for a hospitality establishment	5	10
542			Manage financial operations in a hospitality establishment	5	10
544			Manage physical assets in a hospitality establishment	5	10
545			Manage purchasing and control of stock and supplies in a hospitality establishment	5	6
546			Establish and conduct business relationships in a hospitality establishment	5	8
547			Develop and manage sales and marketing strategies as part of hospitality operations	5	10
548			Develop and maintain legal knowledge required for business compliance in a hospitality establishment	5	7
549			Use information and communications technologies as part of hospitality operations	5	16
551			Establish and maintain departmental systems and operations in a hospitality establishment	5	10

Draft

Review Table – Commercial Cookery and Catering

Existing Classification

FIELD: SERVICES AND LIFE SCIENCES
Subfield: Hospitality and Tourism
Domain: Food Preparation

Changes to the contents of the unit standards resulting from the Review

In the unit standards:

- Special notes referring to assessment contexts have been amended to give an indication that realism be reflected into the related training and assessment.
- Special Notes have been amended to give an emphasis to the need for documented evidence of multiple performances. Such documentation could be through the use of Logbooks or Training Diaries, etc.
- Special Notes have been amended to give emphasis, where relevant, to the opportunities for integrated training and assessment (ie, where the scope of a number of unit standards can be addressed at the same time).
- Special Notes in the 'cooking' unit standards have been amended to include a note requiring the use of establishment order and production cost control systems to be used.
- Legislation has been updated where necessary, and legislation or regulations not specific to the Title of the unit standard deleted.
- Special Notes and Ranges have been amended to give emphasis to any terms being defined.
- Minor changes or additions to wording to give clarification of meaning and scope of expected performances.

Deleted unit standards

The following unit standards have been deleted as they are no longer required and/or their requirements have been incorporated into other, relevant unit standards:

- Unit 322
- Unit 323

The last date for credit to be awarded for these unit standards is 31 December 2013.

Id	Review Category	Classification Category (changes)	Title	NQF Level	NQF Credit
61	2	Commercial Cookery and Catering	Identify local food items and basic ingredients in a hospitality establishment	2	5
62	2	Commercial Cookery and Catering	Undertake pre-preparation of food items in a hospitality establishment	2	4
63	2	Commercial Cookery and Catering	Clean food production areas, equipment and utensils in a hospitality establishment	2	4

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			Clean food production areas in a hospitality establishment		
308	2	Commercial Cookery and Catering	Plan a menu for a hospitality establishment Plan to implement a menu in a hospitality industry	3	4
309	2	Commercial Cookery and Catering	Demonstrate knowledge of common types and uses of food preparation equipment in a hospitality establishment	3 2	2
310	2	Commercial Cookery and Catering	Use industry terminology for food preparation in a hospitality establishment Demonstrate knowledge of terminology used in food preparation and cookery	3	3
311	2	Commercial Cookery and Catering	Use, clean and maintain knives in a hospitality establishment Handle, clean and maintain knives in a hospitality establishment	3	4
312	2	Commercial Cookery and Catering	Apply knowledge of basic nutrition in food preparation and service	3	3
313	2	Commercial Cookery and Catering	Set up and close down the food preparation area in a hospitality establishment Set up and close down a food preparation area in a hospitality establishment	3	4
314	2	Commercial Cookery and Catering	Prepare and present sandwiches in a hospitality establishment	3	4
315	2	Commercial Cookery and Catering	Prepare and present appetisers and salads in a hospitality establishment Prepare, cook, and present appetisers and salads in a hospitality establishment	3	6
316	2	Commercial Cookery and Catering	Prepare and present egg and dairy dishes in a hospitality establishment Prepare, cook, and present egg and dairy dishes in a hospitality establishment	3	5
317	2	Commercial Cookery and Catering	Prepare and present fruit and vegetable dishes in a hospitality establishment Prepare, cook, and present fruit	3	5

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			and vegetable dishes in a hospitality establishment		
318	2	Commercial Cookery and Catering	Prepare and present rice, pasta and pulse dishes in a hospitality establishment Prepare, cook, and present rice, pasta and pulse dishes in a hospitality establishment	3	6
319	2	Commercial Cookery and Catering	Prepare and present meat, poultry and fish dishes in a hospitality establishment Prepare, cook, and present meat, poultry and fish dishes in a hospitality establishment	3	8
320	2	Commercial Cookery and Catering	Prepare and present a range of bakery products in a hospitality establishment Prepare, bake, and present a range of bakery products in a hospitality establishment	3	7
321	2	Commercial Cookery and Catering	Prepare and cook food using a range of cooking methods in a hospitality establishment	3	12
322	4	Deleted - the requirements of this unit standard have been shifted to Unit 321	Cook food in a microwave oven in a hospitality establishment	3	4
323	4	Deleted The requirements of this unit standard have been shifted as an additional Element to relevant unit standards for the preparation and cooking of food dishes	Portion, plate and present food in a hospitality establishment	3	3
505	2	Commercial Cookery and Catering	Prepare and cook stocks, sauces and soups in a hospitality establishment	3	5
506	2	Commercial Cookery and Catering	Prepare and cook desserts, pastries, cakes and yeast products Prepare and cook desserts and pastries	3	5 6
507	2	Commercial Cookery and Catering	Prepare and present pates, terrines and galantines in a hospitality establishment Prepare and present pâté,	3 4	5 8

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			terrines and galantines in a hospitality establishment		
532	2	Commercial Cookery and Catering	Monitor a food quality and food safety program in a hospitality establishment Monitor a food quality and food safety programme in a hospitality establishment	4	10
533	2	Commercial Cookery and Catering	Apply advanced food preparation techniques to cook specialized meat, poultry and game dishes	4	8
534	2	Commercial Cookery and Catering	Apply advanced food preparation techniques to prepare and cook specialized fish and seafood dishes	4	6 8
535	2	Commercial Cookery and Catering	Plan, cost and control menu-based catering in a hospitality establishment	4	10
556	2	Commercial Cookery and Catering	Plan and manage a food safety program in a hospitality establishment Plan and manage a food safety programme in a hospitality establishment	5	10
557	2	Commercial Cookery and Catering	Manage food costing and control systems in a hospitality establishment	5	10
558	2	Commercial Cookery and Catering	Manage catering for an event of function	5	18

Review Table - Housekeeping

Existing Classification

FIELD: SERVICES AND LIFE SCIENCES
 Subfield: Hospitality and Tourism
 Domain: Housekeeping Operations

Changes to the contents of the unit standards resulting from the Review

In the unit standards:

- Special notes referring to assessment contexts have been amended to give an indication that realism be reflected into the related training and assessment.
- Special Notes have been amended to give an emphasis to the need for documented evidence of multiple performances. Such documentation could be through the use of Logbooks or Training Diaries, etc.
- Special Notes have been amended to give emphasis, where relevant, to the opportunities for integrated training and assessment (ie, where the scope of a number of unit standards can be addressed at the same time).
- Legislation has been updated where necessary, and legislation or regulations not specific to the Title of the unit standard deleted.
- Special Notes and Ranges have been amended to give emphasis to any terms being defined.
- Minor changes or additions to wording to give clarification of meaning and scope of expected performances.

Deleted unit standards

The following unit standards have been deleted as they are no longer required.

- Unit 57 – incorporated into Units 51 and 56 where applicable.
- Unit 58 – incorporated into Unit 290 where applicable.

The last date for credit to be awarded for these unit standards is 31 December 2013.

Id	Review Category	Classification Category (changes)	Title	NQF Level	NQF Credit
56	2		Clean guest rooms, public and service areas and toilet and bathroom areas in a hospitality establishment Clean guest rooms and public and service areas in a hospitality establishment	2 3	6 10
57	4	Deleted	Apply cleaning chemicals to clean interior and exterior surfaces in a hospitality establishment	2	2

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58	4	Deleted – see 290	Launder linen and guest clothes	2	6
285	2		Maintain the grounds in a hospitality establishment	2 3	4 8
286	2		Establish and maintain garden areas in a hospitality establishment	3	4 6
287	2		Keep pets in a hospitality establishment Care for pets in a hospitality establishment	3	6 3
288	2		Plan and supervise housekeeping operations in a hospitality establishment	3 4	6
289	2		Deliver housekeeping services for guests in a hospitality establishment Attend to guests as a housekeeper in a hospitality establishment	3	4
290	2		Operate a laundry service on-premise and off-premise in a hospitality establishment	3	6 8
329	2		Incorporate non-routine housekeeping operations in a hospitality establishment Respond to non-routine housekeeping situations in a hospitality establishment	3	4
508	2		Organise floral and other types of displays as part of hospitality operations	3	4
522	2	Hospitality – Core Skills	Contribute to workplace improvements in a hospitality establishment	4 3	5
523	2		Supervise servicing of rooms and laundry services as part of hospitality operations Supervise laundry services in a hospitality establishment	4	5 6
524	2		Supervise maintenance operations in a hospitality establishment	4	8

As at 05 October 2011

Review Table – Food and Beverage Service

Existing Classification

FIELD: SERVICES AND LIFE SCIENCES
 Subfield: Hospitality and Tourism
 Domain: Food and Beverage Service

Changes to the contents of the unit standards resulting from the Review

In the unit standards:

- Special notes referring to assessment contexts have been amended to give an indication that realism be reflected into the related training and assessment.
- Special Notes have been amended to give an emphasis to the need for documented evidence of multiple performances. Such documentation could be through the use of Logbooks or Training Diaries, etc.
- Special Notes have been amended to give emphasis, where relevant, to the opportunities for integrated training and assessment (ie, where the scope of a number of unit standards can be addressed at the same time).
- Legislation has been updated where necessary, and legislation or regulations not specific to the Title of the unit standard deleted.
- Special Notes and Ranges have been amended to give emphasis to any terms being defined.
- Minor changes or additions to wording to give clarification of meaning and scope of expected performances.

Id	Review Category	Classification Category (changes)	Title	NQF Level	NQF Credit
59	2		Demonstrate knowledge of basic food and beverage terminology	2	2
60	2		Identify, clean and store cutlery, crockery, glassware and table linen in a hospitality establishment Set tables in a hospitality establishment and identify, clean and store cutlery, crockery, glassware and table linen	2	6
291	2		Process food and beverage reservations in a hospitality establishment	3	4
292	2	Commercial Cookery and Catering	Practice food safety methods and personal hygiene for food and beverage service Practice food safety methods in a hospitality establishment	3	5
293	2		Apply food and beverage portion control in a hospitality	3	2

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			establishment		
294	2		Liaise between kitchen and service areas in a hospitality establishment Liaise between service and kitchen areas in a hospitality establishment	3	2
295	2		Serve food and beverage to guests in a hospitality establishment Serve food and beverages to guests in a hospitality establishment	3	8 10
296	2		Provide buffet service in a hospitality establishment	3	4
297	2		Provide a carvery service in a hospitality establishment	3	5
298	2		Provide responsible service of alcoholic beverages in a hospitality establishment Provide responsible service of alcoholic beverages at the table in a hospitality establishment	3	4
299	2		Prepare and serve non-alcoholic drinks in a hospitality establishment Prepare and serve non-alcoholic cold drinks in a hospitality establishment	3	2 4
300	2		Prepare and serve espresso coffee and other hot beverages in a hospitality establishment Prepare and serve espresso-based coffees and other hot beverages in a hospitality establishment	3	6
301	2		Provide room service in a hospitality establishment	3	6
302	2		Provide a take-away food and beverage service for a hospitality establishment	3	4 6
303	2		Operate a bar in a hospitality establishment	3	8
304	2		Prepare and serve cocktails in a hospitality establishment	3	5
305	2		Clean and tidy bar areas in a hospitality establishment	2 3	2
306	2		Operate cellar systems in a hospitality establishment Carryout routine cellar operations in a hospitality	3	6

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			establishment		
307	2		Develop and update food and beverage knowledge in a hospitality establishment	3	3
504		Commercial Cookery and Catering	Apply knowledge of different cooking methods as part of hospitality operations Advise others on different cooking methods as part of hospitality operations	3 4	8

Note

The following unit standards fell outside the scope of this Review as advised by the Tourism and Hospitality Industry Skills Committee. The Anticipated Review Date for these unit standards is 2013.

525			Supervise food and beverage service as part of hospitality operations	4	8
526			Plan and prepare menus that address dietary, nutritional and cultural requirements of guests in a hospitality establishment	4	5
527			Provide specialized food service in a hospitality establishment	4	10
528			Serve and provide specialist advice on wine	4	10
529			Provide advanced service of beverages	4	15
530			Organise and coordinate functions and events in a hospitality establishment	4	14
531			Supervise buffet and banquet setup and service	4	8
554			Manage wine service and cellarage in a hospitality establishment	5	14
555			Manage a catering facility in a hospitality establishment	5	8

As at 05 October 2011

Review Table – Front Office

Existing Classification

FIELD: SERVICES AND LIFE SCIENCES
 Subfield: Hospitality and Tourism
 Domain: Front Office Operations

Changes to the contents of the unit standards resulting from the Review

In the unit standards:

- Special notes referring to assessment contexts have been amended to give an indication that realism be reflected into the related training and assessment.
- Special Notes have been amended to give an emphasis to the need for documented evidence of multiple performances. Such documentation could be through the use of Logbooks or Training Diaries, etc.
- Special Notes have been amended to give emphasis, where relevant, to the opportunities for integrated training and assessment (ie, where the scope of a number of unit standards can be addressed at the same time).
- Special Notes have been updated to include requirement for effective communication with guests, colleagues and/or service providers.
- Legislation has been updated where necessary, and legislation or regulations not specific to the Title of the unit standard deleted.
- Special Notes and Ranges have been amended to give emphasis to any terms being defined.
- Minor changes or additions to wording to give clarification of meaning and scope of expected performances.

Deleted unit standards

The following unit standards have been deleted as they are no longer required and/or their requirements have been incorporated into other, relevant unit standards:

- 273
- 284

The last date for credit to be awarded for these unit standards is 31 December 2013.

Id	Review Category	Classification Category (changes)	Title	NQF Level	NQF Credit
52	2	Hospitality – Core Skills	Use business communication devices in a hospitality establishment	2	6
53	2	Hospitality – Core Skills	Provide basic information on tourist attractions in Namibia	2	3
54	2		Provide porter services in a hospitality establishment	2 3	4

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55	2		Provide courtesy transport for a hospitality establishment	2 3	4
273	4	Deleted	Use effective spoken communications I front office operations	3	2
274	2		Provide communication services as part of front office operations	3 3	2
275	2		Receive and process reservations in a hospitality establishment	3	6
276	2		Provide reception services as part of front office operations	3	4 6
277	2		Process financial transactions as part of front office operations	3	7 6
278	2		Apply basic computing skills as part of front office operations Utilise basic computing skills as part of front office operations	3	7 5
279	2		Process, file and retrieve documents as part of front office operations Process, file and retrieve hard copy documents as part of front office operations	3	3
280	2		Supervise porter services in a hospitality establishment	3 4	6 4
281	2		Provide a lost and found and safekeeping service in a hospitality establishment	3	2
282	2	Hospitality – Core Skills	Promote products, services and guest relations in a hospitality establishment	3	3
283	2	Hospitality – Core Skills	Provide information on personalities, events and destinations as part of front office operations Provide information on Namibia to guests in a hospitality establishment	3	3 4
284	4	Deleted – into 283	Provide information on key natural and cultural features of Namibia as part of front office operations	3	3

As at 05 October 2011

Note

The following unit standards fell outside the scope of this Review as advised by the Tourism and Hospitality Industry Skills Committee. The Anticipated Review Date for these unit standards is 2013.

518			Supervise reservations in a hospitality establishment	4	6
519			Supervise accommodation reception services in a hospitality establishment	4	4
520			Coordinate preparation and processing of complex business documents as part of hospitality operations	4	3
521			Supervise financial transactions and routine records and reports in front office operations	4	4
552			Prepare financial reports as part of hospitality operations	5	5
553			Manage quality customer service in a hospitality establishment	5	5