



NATIONAL VOCATIONAL CERTIFICATE IN

HOSPITALITY AND TOURISM: FOOD PREPARATION

LEVEL 3



Prepared by the Directorate of Industrial and Vocational Training (DIVT)

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ACKNOWLEDGEMENT

The qualifications package was developed through consultations and combined efforts of individuals, organizations and collaborating partners. The qualification contains unit standards benchmarked from other countries in the SADC Region and internationally. The DIVT facilitated the whole process of developing this package.

The following individuals together with their organizations are acknowledged for their special inputs.

No.	Surname	Name	Organization
1.	Dlamini	Fola	Ramblas Restaurant
2.	Nabaala	Philile	ECOT
3.	Mahlalela	Pinkie	Piggs Peak Hotel
4.	Sikhondze	Thembinkosi	Happy Valley Motel
5.	Tshabalala	Thembi	Royal Villas
6.	Khanyile	Jabulani	Royal Villas
7.	Dlamini	Gladys	ECOT
8.	Mamba	Pholile	Consultant
9.	Nxumalo-Mahlobo	Winile	Consultant
10.	Phakathi	Lucky	DIVT
11.	Dlamini	Mazambane	Taiwan Technical Mission

NATIONAL VOCATIONAL CERTIFICATE HOSPITALITY & TOURISM: FOOD PREPARATION LEVEL 3

Originator:	DIVT		
Qualification Type:	Certificate	Descriptor:	Hospitality and Tourism
Specialisation:	Food Preparation		
Level:	3	Minimum Credits:	80
Actual Credits	106		
Sub-Framework	TVET		

RATIONALE

The Kingdom of Eswatini identified the Hospitality and Tourism as one of the key sectors that when harnessed well can drive economic growth. As a service industry, human capital development becomes a foundation for quality service to attract growth in the sector. In order to ensure quality vocational skills in the sector, it became primarily necessary and important to develop a vocational qualifications structure that will specify competencies for ensuring quality human resources in the sector for provision of quality services. It is also significant for creating experiences that will make the industry competitive and comparable with other countries or even better.

PURPOSE

The qualification is a direct response to the continuous effort of the Ministry of Education and Training in close collaboration with the Hotels and Tourism association of Swaziland to address the lack of adequate human resources in tourism and hospitality. It recognises people who have the competencies required for performing Housekeeping Operations as part of routine hospitality and tourism tasks.

The main focus of this qualification, is the attainment of the required outcomes of learning, not the how, when or where the learning occurred. Some people applying to do this qualification may be currently not the how, when and where learning occurred. Some people applying to do this qualification may currently be competent in one or more of the unit standards and should then be given the opportunity to apply for recognition of prior learning

It is assumed that people who wish to enter into any training programme leading to this qualification have acquired basic English Communication and Numeracy skills.

This qualification provides access to other National Vocational Certificates in Hospitality and Tourism Food Preparation Level 4.

ENTRY REQUIREMENTS

It is assumed that people who wish to enter into any training programme leading to this qualification have been awarded with the NVCHT Food Preparation Level 2 certificate demonstrated equivalent knowledge and skills.

RPL - A portfolio of evidence of competence of equivalence to Front Office Level 3 followed with a relevant assessment may lead to Recognition of Prior Learning. Learners should be exempted for units achieved in other forms of training after providing evidence.

ASSOCIATED LEVEL DESCRIPTORS

Knowledge

To apply knowledge of Food Preparation that includes processes, techniques, materials, instruments, equipment, terminology and some theoretical ideas.

Skills

To use a range of Food Preparation skills to carry out tasks and show personal interpretation through selection and adjustment of methods, tools and materials. Evaluate different approaches to tasks in Food Preparation.

LEARNING OUTCOMES AND ASSESSMENT CRITERIA

After completion of this qualification, Food & Beverage Service should be able to;

- Communicate on the telephone in a hospitality establishment
- Assist colleagues and provide services to guests in a hospitality establishment
- Apply knowledge of jobs and career pathways in the hospitality Industry in establish in establishing a career plan
- Use English in written and oral form to perform duties in a hospitality establishment
- Receive, store and rotate stock and supplies in a hospitality establishment
- Provide Customer Care in a hospitality environment
- Plan a menu for a Hospitality Establishment

- Demonstrate knowledge of common types and uses of food preparation equipment and utensils in a Hospitality establishment
- Use industry terminology for food preparation in a hospitality establishment
- Use, clean and maintain knives in a hospitality establishment
- Apply knowledge of basic nutrition in food preparation service
- Set up and close down the food preparation area in a hospitality establishment
- Prepare and cook food using a range of cooking methods in a hospitality establishment
- Demonstrate knowledge of food safety, contamination hazards and control methods in the food preparation areas
- Portion, plate and present food in a hospitality establishment
- Prepare and present appetizers and salads in a hospitality establishment
- Prepare and present egg and dairy dishes in a hospitality establishment
- Prepare and present fruit and vegetable dishes in a hospitality establishment
- Prepare and present rice, pasta and pulse dishes in a hospitality establishment
- Prepare and present meat and poultry and fish dishes in a hospitality establishment
- Prepare and present a range of bakery products

COMPONENTS OF THE QUALIFICATIONS

The qualification is made of the following unit standards

Unit No.	Unit Standard Title	Level	Credit
HTCore301	Communicate on the telephone in a hospitality establishment	3	5
HTCore302	Assist colleagues and provide service to guests in a hospitality establishment	3	4
HTCore303	Apply knowledge of jobs and career pathways in the hospitality industry in establishing a career plan	3	5
HTCore304	Use English in written or oral form to perform duties in a hospitality establishment	3	8
HTCore 305	Receive, store and rotate stock and supplies in a hospitality establishment	3	8

HTCore 306	Control stock and supplies in a hospitality establishment	3	5
HTFP 301	Plan a menu for a Hospitality Establishment	3	4
HTFP 302	Demonstrate knowledge of common types and uses of food preparation equipment and utensils in a Hospitality establishment	3	2
HTFP 303	Use industry terminology for food preparation in a hospitality establishment	3	3
HTFP 304	Use, clean and maintain knives in a hospitality establishment	3	3
HTFP 305	Apply knowledge of basic nutrition in food preparation service	3	3
HTFP 306	Set up and close down the food preparation area in a hospitality establishment	3	2
HTFP 307	Prepare and cook food using a range of cooking methods in a hospitality establishment	3	12
HTFP 308	Demonstrate knowledge of food safety, contamination hazards and control methods in the food preparation areas	3	3
HTFP 309	Portion, plate and present food in a hospitality establishment	3	2
HTFP 310	Prepare and present appetizers and salads in a hospitality establishment	3	6
HTFP 311	Prepare and present egg and dairy dishes in a hospitality establishment	3	5
HTFP 312	Prepare and present fruit and vegetable dishes in a hospitality establishment	3	5
HTFP 313	Prepare and present rice, pasta and pulse dishes in a hospitality establishment	3	6
HTFP 314	Prepare and present meat and poultry and fish dishes in a hospitality establishment	3	8
HTFP 315	Prepare and present a range of bakery products	3	7
Total number of credits			106

RULES OF COMBINATION

This qualification will be awarded to people who have met the requirements of the compulsory set

1.1 Compulsory Set

All the unit standards listed below are required.

8.2 Elective Set

There are no electives in this qualification

INTEGRATED ASSESSMENT

1.2 Body Responsible for the assessment

DIVT

1.3 Frequency and nature of Assessment

Assessment will done in accordance to the nature of skills acquisition

- Institutional Training will have both formative and summative assessment
- Trade Testing will have only summative assessment

Practical assessment will be done at centres accredited by ESHEC, by panel of experts accredited by ESHEC in consultation with Sector Advisory Committees, coordinated by DIVT. Theory assessment will be coordinated by DIVT. Certification will be coordinated by DIVT.

INTERNATIONAL COMPARABILITY

SADC	This qualification aligns with the level descriptors in the SADC Qualifications Framework and also compares with TVET Qualifications in South Africa and Namibia
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2. ARTICULATION AND LEARNING PATHWAYS

Vertical	NVC HT Level 4
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Horizontal	NVC HT Level 3 in food and beverage service, front office and housekeeping operations
Diagonal	No match

RESPONSIBLE BODY

Ministry of Labour and Social Security (DIVT)

Attention:

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Eswatini

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UNIT STANDARDS

HTCORE301- Communicate on the telephone in a hospitality establishment

Title		Communicate On the Telephone in Hospitality and Tourism Operations			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF level	3	Unit ID	HTCORE301	Credits	5

Purpose

This unit standard specifies the competency required to communicate on the telephone in a hospitality establishment. It includes responding to incoming phone calls and making authorised phone calls. This unit standard is intended for those who work in Hospitality Operations.

Special notes

1. Entry information

Prerequisite: Unit 201 Follow occupational health, hygiene and safety procedures in a hospitality establishment or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
3. All inspection, operation and maintenance procedures associated with the use of telephone equipment shall comply with establishment procedures and manufacturer's instructions.
4. Telephone equipment includes fixed line telephone, mobile phone, switchboard operations.
5. *Safe working practices* include day to day observation of safety policies and procedures

and legislative requirements.

6. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Respond to incoming telephone calls

Performance Criteria

- 1.1 Guests being attended to at the time the telephone rings, are acknowledged before the phone is answered in line with establishment procedures.
- 1.2 Calls are answered promptly, clearly and politely in line with establishment procedures.
- 1.3 Purpose of the call is established in line with establishment procedures.
- 1.4 Call details are repeated to the caller to confirm understanding.
- 1.5 Caller enquiries are answered promptly, or caller is transferred to appropriate location and person.
- 1.6 Caller requests are recorded accurately and passed on to the appropriate individual or department for follow-up.
- 1.7 Messages are accurately recorded and passed on to the nominated person within designated time frames in line with establishment procedures.
- 1.8 Threatening or suspicious phone calls are reported promptly to the appropriate person, in line with establishment procedures.
- 1.9 Tone and volume of voice and language used in responding to incoming calls

comply with establishment procedures.

Element 2: Make authorized telephone calls

Range

Conduct of telephone call includes politeness, courtesy.

Problems may include but are not limited to line busy, incorrect telephone number, disconnected telephone line, technical problems, recipient of telephone call not Available.

Performance Criteria

- 2.1 Appropriate times for making telephone calls are established in line with establishment procedures.
- 2.2 Correct telephone numbers are obtained in line with establishment procedures.
- 2.3 Purpose of the call is established prior to making call in line with establishment procedures.
- 2.4 Telephone equipment is used safely and correctly in order to establish contact in line with establishment procedures.
- 2.5 Caller details such as name, company and reason for calling are stated clearly In line with establishment procedures.
- 2.6 Problems in making authorised telephone calls are dealt with in line with establishment procedures.
- 2.7 Telephone call is conducted and concluded in line with establishment procedures.
- 2.8 Details of telephone call are recorded or reported in line with establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTCORE302- Assist colleagues and provide service to guests in a hospitality establishment

Title		Assist Colleagues and Provide Service to Guests in a Hospitality and Tourism Environment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTCORE302	Credits	4

Purpose

This unit standard specifies the competency required to assist colleagues and provide service to guests in a hospitality establishment. It includes assisting colleagues, providing service to guests, responding to urgent guest requests for service, resolving guest complaints and responding to incidents and emergencies. This unit standard is intended for those who work in Hospitality Operations in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 Follow occupational health, hygiene and safety procedures in a hospitality establishment or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, or simulated real

Workplace or an appropriate simulated realistic environment in which hospitality Operations are carried out.

3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturers

instructions.

4. *Safe working practices* include day to day observation of safety policies and procedures.
5. *Specifications* refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
6. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Assist colleagues in a hospitality establishment

Range

Colleagues may include team members, members of other teams in the establishment, workplace committees, other tourism and hospitality industry sectors.

Assistance to colleagues includes but is not limited to providing guest services, relaying messages, completion of work tasks, provision of information.

Performance Criteria

- 1.1 Assistance to colleagues is offered or provided as required in line with scope of responsibilities and establishment procedures.
- 1.2 Assistance to colleagues is provided in a prompt, polite, professional and friendly

manner in line with establishment procedures.

Element 2: Provide service to guests

Range

Guests may include but are not limited to individuals, tourists, entertainers, business travelers, officials from governments or organisations, local residents and media.

Guests with special needs may include those with a disability, special dietary needs, those with special cultural or language needs, unaccompanied children, parents with young children, pregnant women and elderly people.

Performance Criteria

- 2.1 Guest needs and expectations are identified, including those with special needs, and appropriate products, services or information are provided in line with establishment procedures.
- 2.2 All reasonable needs and requests of guests are met in line with establishment Time frames.
- 2.3 All opportunities to enhance the quality of service are identified and used in line with establishment procedures.
- 2.4 Guest dissatisfaction is promptly recognised and action taken to resolve the situation according to individual level of responsibility and establishment procedures.

Element 3: Respond to urgent guest requests for service

Range

Appropriate person may include but is not limited to colleague, supervisor, service provider.

Urgent guest needs means services or products that guests want immediate response to.

Performance Criteria

- 3.1 Urgent guest needs are identified and acknowledged to guest in line with establishment procedures.
- 3.2 Urgent needs for service are prioritised and dealt with promptly in line with establishment procedures.
- 3.3 Work schedule is adjusted to respond to urgent request from guest in line with establishment procedures.
- 3.4 Urgent requests from guests are responded to or referred to appropriate person in line with establishment procedures.
- 3.5 Guest satisfaction with service is established in line with establishment procedures.
- 3.6 Normal duties or services are incorporated as appropriate in line with establishment procedures.

Element 4: Resolve guest complaints

Performance Criteria

- 4.1 Guest complaints are handled positively, sensitively, politely and discreetly in consultation with the complainant.
- 4.2 Responsibility is taken for resolving the complaint in line with establishment procedures.
- 4.3 The nature and details of the complaint are established and agreed with the complainant.
- 4.4 Appropriate action is taken to resolve the complaint to the satisfaction of the guest wherever possible.
- 4.5 Techniques are used where possible, to turn complaints into opportunities to demonstrate high quality guest service.
- 4.6 Complaints which go beyond the scope of personal responsibility or are unable to be resolved are reported to supervisor in line with establishment procedures.
- 4.7 Any necessary documentation is completed accurately and legibly within establishment time frames.

Element 5: Respond to incidents and emergencies

Range

Incidents may include refusal of entry, drug or alcohol affected persons, people with weapons, robbery, violent and threatening behavior, removal of patrons, conflict.

Emergencies may include environmental emergencies, medical emergencies.

Performance Criteria

- 5.1 Potential incidents are identified and appropriate and swift action is taken in line with establishment procedures.
- 5.2 Emergency situations are identified and appropriate and swift action is taken in line with establishment procedures.
- 5.3 Incidents and emergencies which escalate beyond the scope of personal responsibility are reported promptly to supervisor in line with establishment procedures.
- 5.4 All actions related to incidents and emergencies are recorded in line with establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029

Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTCORE303- Apply knowledge of jobs and career pathways in the hospitality industry in establishing a career plan

Title		Apply Knowledge of the Jobs and Career Pathways in the Hospitality Industry in Establishing a Career Plan			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTCORE303	Credits	5

Purpose

This unit standard specifies the competency required to apply knowledge of jobs and career pathways in the hospitality industry in establishing a career plan. It includes demonstrating knowledge of the structure, job roles and career pathways in the hospitality and tourism industry and establishing a career plan. This unit standard is intended for those who work in Hospitality Operations in the hospitality and tourism industry.

Special Notes

1. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
2. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Demonstrate knowledge of the structure of the hospitality and tourism industry

Range

Key sectors in the hospitality industry may include accommodation, food and beverage, entertainment, transport or carrier, attractions, travel organizers, destination organisations, support services.

Functional areas within each of the key sectors may include but are not limited to accommodation (hotels, guest houses, B&Bs, camping sites, caravan sites, apartments, chalets), food and beverage (restaurants, pubs, bars), entertainment (concerts, shows, nightclubs, casinos, exhibitions, trade fairs, music, theatre), transport/carrier (air transport, sea transport, rail, coaches, car rental), attractions (museums, arts and crafts centres, heritage sites, archaeological sites, theme parks, national parks, natural attractions), travel organisers (tour operators, activity operators, tour wholesalers, retail travel agents, conference and other events organisers, booking agencies, incentive travel organisers), destination organisations (national tourism offices, local tourism information offices, tourism associations), public and private support services (national tourist organisations, regional tourist organisations, public airports and ports, catering services, courier services, tour guides, visa and passport offices, travel insurance companies, banks, travel trade publications).

Hospitality and tourism related organisations in Swaziland include but are not limited to the Ministry of Environment and Tourism (MET), Swaziland Tourism Authority, Tourism related businesses, Hospitality and training providers.

Performance Criteria

- 1.1 Key sectors in the hospitality and tourism industry are identified.
- 1.2 Functional areas within each of the key sectors in the hospitality and tourism industry are identified and their roles described.
- 1.3 The roles, functions and relationships between hospitality and tourism related organisations in Swaziland are identified and described.

Element 2: Demonstrate knowledge about job roles and career pathways in hospitality establishments

Range

Roles and jobs of staff in the hospitality operations section may include roles and jobs related to storekeeping.

Roles and jobs of staff in the front office of the establishment include but are not limited to receptionist, cashier, telephonist, reservations, concierge, porter, night auditor, night porter.

Roles and jobs of staff in the housekeeping section of the establishment include but are

not limited to housekeeping assistant, room attendant, laundry attendant, housekeeping supervisor, housekeeper, housekeeping manager.

Roles and jobs of staff in the food and beverage service section include but are not limited to maitre d'hotel, waitron, bartender, head bartender, bar manager, cashier, table clearer, wine waiter, bar help.

Roles and jobs of staff in the food preparation section of the establishment may include the kitchen attendant, junior chef, senior chef, head chef.

Roles and jobs of staff in sales, marketing and management may include sales manager, food and beverage manager, rooms division manager, duty manager, executive assistant manager, general manager, financial controller.

Performance Criteria

- 2.1 The job titles, key roles, training requirements and career pathways for occupations in the hospitality operations sector are identified and explained.
- 2.2 The job titles, key roles, training requirements and career pathways for occupations in the front office of the establishment are identified and explained.
- 2.3 The job titles, key roles, training requirements and career pathways for occupations in the housekeeping section of the establishment are identified and explained.
- 2.4 The job titles, key roles, training requirements and career pathways for

occupations in the food and beverage service section of the establishment are identified and explained.

2.5 The job titles, key roles, training requirements and career pathways for occupations in the food preparation section of the establishment are identified and explained.

2.6 The job titles, key roles, training requirements and career pathways for occupations in the sales, marketing and management in the establishment are identified and explained.

Element 3: Establish a career plan

Range

Sources of information on career opportunities may include but are not limited to trade publications, internet, college, polytechnic, university, information materials, trade exhibitions and conventions, industry associations, hospitality establishments, industry training providers, career advisors, media, Swaziland Tourism Board, NGOs.

Training and skills development options may include but are not limited to nationally recognised qualifications offered by college, polytechnic, university and establishments, in-house and industry skills upgrading courses, exchange programmes, e-learning, distance education, work experience/placement.

Performance Criteria

- 3.1 Information on career opportunities in the hospitality and tourism industry is identified, assessed and used in establishing a career pathway.
- 3.2 Training and skills development options in the hospitality and tourism industry are identified, assessed and used in pursuing the selected career pathway.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTCORE304- Use English in written and oral form to perform duties in a hospitality establishment

Title		Use English in Written and Oral Form to Perform Duties in a Hospitality Establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTCORE304	Credits	8

Purpose

This unit standard specifies the competency required to use English in written and oral form to perform duties in a hospitality establishment. It includes communicating with guests, supervisors and colleagues in English when performing duties in the establishment and interpreting and applying hospitality workplace information in English. This unit standard is intended for those who work in Hospitality Operations in the Hospitality and Tourism industry.

Special Notes

- 1 Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
2. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Communicate with guests, supervisors and colleagues in English **when performing duties in the establishment**

Performance Criteria

- 1.1 Written and verbal communication with others in English in the performance of hospitality duties is clear and precise, uses established hospitality vocabulary and follows established communications practice.
- 1.2 Misunderstandings in English communications are avoided through the use of appropriate confirmation techniques and established communications practice.
- 1.3 Messages concerning safety and operations in a hospitality establishment involving written or verbal communications in English are read or received, clarified, correctly interpreted and applied to activities in the hospitality establishment.
- 1.4 Appropriate techniques are used when communicating in English with multilingual guests, to ensure that communications are effective and messages are understood.
- 1.5 Messages and feedback in English relating to work in the hospitality establishment are effectively provided to colleagues and supervisors in line with establishment procedures.
- 1.7 Appropriate non-verbal communication is used to support English communication with others in the course of work in the hospitality establishment.

Element 2: Interpret and apply hospitality workplace information in English

Range

Workplace signs may relate to instructions, processes and functions in hospitality establishments, equipment and tools, workplace safety.

Performance Criteria

- 2.1 Readings on appliances, instrumentation, computers and other performance indicators in English are correctly interpreted and applied in the course of work in the hospitality establishment.
- 2.2 Hospitality procedures, instructions and directions written in English are interpreted and applied in the course of work in the hospitality establishment.
- 2.3 Workplace signs in English are correctly interpreted and applied in performing workplace tasks.
- 2.4 Information in English hospitality publications and other documents is read, interpreted and applied in performing workplace tasks in line with establishment procedures.
- 2.5 Information in English relevant to the performance of hospitality operations is correctly accessed and retrieved in line with establishment procedures.
- 2.6 Reports and other workplace documents relevant to the performance of hospitality operations are correctly and accurately completed in English.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTCORE305 Receive, store and rotate stock and supplies in a hospitality establishment

Title		Receive, Store and Rotate Stock and Supplies in a Hospitality Establishment.			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTCORE305	Credits	8

Purpose

This unit standard specifies the competency required to receive, store and rotate stock and supplies in a hospitality establishment. It includes taking delivery of stock and supplies, storing stock and supplies and rotating and maintaining stock and supplies. This unit standard is intended for those who work in food and beverage service in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 Follow occupational, health, hygiene, and safety procedures in a hospitality establishment or demonstrated equivalent knowledge and skill.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out
 3. Stock and supplies may include but is not limited to food items for service and

food preparation and service, beverages for bar, mini bar, restaurant and shop, equipment such as maintenance and cleaning equipment, cleaning supplies and chemicals, office equipment, linen such as sheets, towels, stationery such as guest stationery, office supplies and stationery, brochures and promotional material, vouchers and tickets, souvenir and products.

4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
5. *Safe working practices* ' include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
6. *Specifications* ' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Liquor Act 6 of 1998
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Occupational Health and Safety Regulations No.18, 1997 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Receive stock and supplies

Range

Variations from orders include excess, shortages, wrong items, quality, temperatures.

Procedures in dealing with variations may include but are not limited to returning items to supplier, discarding items, completing required documentation, substituting items, alternative arrangements.

Performance Criteria

- 1.1 Incoming stock and supplies are checked against orders and delivery documentation in line with establishment procedures.
- 1.2 Variations from orders and delivery documentation are identified, recorded and reported to the appropriate person in line with establishment procedures.
- 1.3 Items are inspected for damage, quality, use-by dates, breakages or discrepancies in line with establishment procedures.
- 1.4 Establishment procedures are followed in dealing with variations.

Element 2: Store stock and supplies

Performance Criteria

- 2.1 All stock and supplies are transported to appropriate storage areas promptly, safely and without damage.
- 2.2 All stock and supplies are transported to appropriate storage areas promptly, safely and without damage.
- 2.3 Stock and supplies are labeled in line with establishment procedures.

Element 3: Rotate and maintain stock and supplies.

Range.

Stock recording systems include manual (bincard) and computerised.

Stock and supplies rotation requirements may include but are not limited to obsolete

Stock, food stored with beverages, environment, correct storage location, expired stock and supplies, spoiled stock and supplies, damaged stock and supplies.

Distribution and recording requirements for food and beverage include but are not limited to record of stock movement, stock count, extensions, calculations, value of stock.

Performance Criteria

- 3.1 Distribution and recording requirements for stock and supplies are explained in line with establishment requirements.
- 3.2 Stock and supplies are rotated in line with establishment requirements.
- 3.3 Quality of stocks and supplies is inspected at regular intervals, and findings reported to appropriate personnel
- 3.4 Excess stock and supplies are placed into storage or disposed of in line with establishment procedures.
- 3.5. Stock and supplies area is maintained in line with establishment and government requirements, and any problems are identified and reported
- 3.6. Recording systems for stocks and supplies are used in line with establishment speed and accuracy requirements.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTCORE306- Control stock and supplies in a hospitality establishment

Title		Control Stock and Supplies in a Hospitality Establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTCORE306	Credits	5

Purpose

This unit standard specifies the competency required to control and order stock and supplies in a hospitality establishment. It includes maintaining stock levels and records, processing stock orders, minimising stock losses, following up orders and organizing and administering stock takes. This unit standard is intended for those who work in food and beverage service in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 Follow occupational health, hygiene and safety procedures or demonstrated equivalent knowledge and skills.

2. Stock and supplies may include but is not limited to food items for service and food preparation and service, beverages for bar, mini bar, restaurant and shop, equipment such as maintenance and cleaning equipment, cleaning supplies and chemicals, office equipment, linen such as sheets, towels, stationery such as guest stationery, office

supplies and stationery, brochures and promotional materials, vouchers and tickets, souvenir products.

3. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturers instructions. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
6. *Specifications* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Maintain levels and records of stock and supplies

Performance Criteria

- 1.1 Levels of stock and supplies are monitored and maintained in line with establishment requirements.
- 1.2 Security of stock and supplies are monitored and systems adjusted as required in line with establishment requirements.
- 1.3 Re-order cycles of stock and supplies are monitored and adjusted as required in line with establishment requirements.
- 1.4 Colleagues are informed of their individual responsibilities with regard to reordering of stock in line with establishment requirements
- 1.5 Records of storage and movement of stock and supplies are maintained in line with establishment procedures.
- 1.6 Sales and usage of stock and supplies is monitored and fast and slow moving items identified and reported in line with establishment procedures..
- 1.7 Levels of stock and supplies are recorded ensuring information is complete, and current in line with establishment requirements.

Element 2: Process stock orders

Performance Criteria

- 2.1 Orders for stock and supplies are processed in line with establishment procedures.
- 2.2 Incoming stock and supplies are checked against purchase and supply agreements and all necessary details recorded in line with establishment requirements.

Element 3: Minimise stock losses

Range

Performance Criteria

- 3.1 Losses of stock and supplies are identified and recorded in line with establishment procedures.
- 3.2 Losses are reported in line with establishment procedures.
- 3.3 Avoidable losses are identified and reasons established behind these losses in line with establishment requirements.
- 3.4 Solutions to loss situations are recommended, and related procedures implemented to prevent future avoidable losses in line with establishment requirements.

Element 4: Follow up orders.

Performance Criteria

- 4.1 Delivery processes are monitored to ensure agreed deadlines are met in line with establishment requirements.
- 4.2 Colleagues and suppliers are liaised with to ensure continuity of supply in line with establishment requirements.
- 4.3 Routine supply problems are followed up on or problems are referred to appropriate person in line with establishment procedures
- 4.4 Stock and supplies are distributed to required locations in line with. establishment requirements.

Element 5: organize and administer stocktakes

Performance Criteria

- 5.1 Stock takes are organised at appropriate intervals in line with establishment. procedures.
- 5.2 Stock taking responsibilities are allocated to staff in line with establishment requirements.
- 5.3 Stock take reports are produced in line with designated timelines and. establishment requirements.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFP301- Plan a menu for a hospitality establishment

Title		Plan a Menu for a Hospitality Establishment			
Domain		FOOD PREPARATION			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFP301	Credits	4

Purpose

This unit standard specifies the competency required to recognise and use food service styles and menu types in a hospitality establishment. It includes recognising food service styles and menu types and planning a menu for a hospitality establishment. This unit standard is intended for those who work in food and beverage service in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 *Follow occupational health hygiene and safety procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, or simulated

real workplace or an appropriate simulated realistic environment in which food preparation is done.

3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.

4. Types of establishment may include but are not limited to a la carte, table d'hôte, family restaurant, canteen.
5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
6. '*Specifications*' refers to any, or all of the following: manufacturers' specifications and recommendations, site and establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Recognise food service styles

Range

Food service styles may include, but are not limited to plated, self, silver, family, gueridon, snackbar service, counter service, buffet, carvery, counter, trayline, cyclical, cocktail, children's.

Performance Criteria

- 1.1 Food service styles are identified in line with industry practice.
- 1.2 Common features of the various food service styles are identified and explained
in line with standard industry practice.
- 1.3 Types of establishments in which the various service styles are offered are
identified and described.

Element 2: Recognise menu types

Range

Menu types may include, but are not limited to set menu, a la carte, table d'hôte, banquet.

Key features may include, but are not limited to number of courses, amount of choice within each meal course.

Performance Criteria

- 2.1 Menu types are identified in line with industry practice.
- 2.2 Key features of the various menu types are identified and explained in line with
standard industry practice.
- 2.3 Types of establishments in which the various menu types are offered are identified and
described.

Element 3: Develop a menu

Range

Planning of food items for a menu includes consideration of service style, type of establishment, type of guest, staff capabilities, kitchen capabilities, seasonal variations, religious influences, cultural influences, time of the day, prices, number of courses.

Menu design includes content of menu, number of courses, layout and style of printed menu, language used in printed menu.

Performance Criteria

- 3.1 Food items for a menu are planned in line with establishment procedures.
- 3.2 Menu is designed in line with guest and establishment requirements.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFP302- Demonstrate knowledge of common types and uses of food preparation equipment

Title		Demonstrate Knowledge of Common Types and Uses of Food Preparation Equipment in a Hospitality			
Domain		FOOD PREPARATION			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFP302	Credits	2

Purpose

This unit standard specifies the competency required to demonstrate knowledge of common types and uses of food preparation equipment in a hospitality establishment. It includes demonstrating knowledge of common types of food preparation equipment and demonstrating knowledge of common uses of food preparation equipment. This unit standard is intended for those who work in food preparation in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 *Follow occupational, health, hygiene, and safety procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, or simulated real

workplace or an appropriate simulated realistic environment in which food preparation is done.

3. Types of ovens include but are not limited to steam, convection, microwave, thermo wave, gas, electric, solid fuel, hobs.
4. Other food preparation equipment includes but is not limited to grills, fryers, bain-marie, food processors, slicers, mixers.
5. Utensils include but are not limited to chopping boards, pots and pans, bowls, dishes, moulds, whisks, sieves, colanders, strainers, spoons, ladles, graters, peelers, zesters, corers, knives.
6. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Demonstrate knowledge of common types of food preparation

Performance Criteria

- 1.1 Common types of ovens are identified using correct industry terminology.
- 1.2 Other types of food preparation equipment are identified using correct industry terminology.
- 1.3 Common types of catering utensils are identified using correct industry terminology.

Element 2: Demonstrate knowledge of common uses of food preparation equipment

Performance Criteria

- 2.1 The uses of different types of ovens are identified and explained using correct industry terminology.
- 2.2 The uses of other types of food preparation equipment are identified using correct industry terminology.
- 2.3 The uses of common types of catering utensils are identified and explained using correct industry terminology.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFP303- Use industry terminology for food preparation in a hospitality establishment

Title		Use Industry Terminology for Food Preparation in a Hospitality Establishment			
Domain		FOOD PREPARATION			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFP303	Credits	3

Purpose

This unit standard specifies the competency required to use industry terminology for food preparation in a hospitality establishment. It includes demonstrating knowledge of terminology used for foods in commercial cookery and demonstrating knowledge of terminology used in commercial cookery. This unit standard is intended for those who work in food preparation in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 *Follow occupational health, hygiene, and safety procedures In a hospitality establishment* or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or
an appropriate simulated realistic environment in which food preparation is done.
 3. All inspection, operation and maintenance procedures associated with the use of tools

and equipment shall comply with establishment procedures and manufacturer's instructions.

4. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements
5. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
6. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Demonstrate knowledge of terminology used for foods in commercial cookery.

Range

Farmed meat types include but are not limited to beef, lamb, pork, game.

Poultry types include chicken, duck, turkey, guinea fowl.

Game includes but is not limited to springbok, oryx, kudu, eland, zebra.

Seafood includes but is not limited to fish, shellfish, molluscs.

Fruit includes but is not limited to stone, hard, vine, soft, citrus, tropical.

Vegetable types include but are not limited to green vegetables, root vegetables, fungi.

Performance Criteria

- 1.1 Commonly farmed meat types and cuts names and terms are identified using standard industry terminology.
- 1.2 Common poultry types are identified using standard industry terminology.
- 1.3 Common game types are identified using standard industry terminology.
- 1.4 Common types of seafood are identified using standard industry terminology.
- 1.5 Common types of fruit are identified using standard industry terminology.
- 1.6 Common types of vegetable are identified using standard industry terminology.

Element 2: Demonstrate knowledge of terminology used in food preparation and

Cookery

Range

Common preparation methods of meat include but are not limited to marinate, baste, carpaccio, slice, spice, freeze.

Common preparation methods of poultry include but are not limited to marinate, baste, slice, spice, freeze.

Common cookery methods of meat and poultry include but are not limited to searing, glazing, sautéing, roasting, poaching, smoking, grilling, frying.

Terms used with baked goods and dessert preparation include but are not limited to blind, knead, rub in, steam, fry, mould.

French terms include but are not limited to *roux, béchamel, au gratin, mise en place, jus, bouquet garni, demi glace*.

Performance Criteria

- 2.1 Terminology used in the preparation and cookery of meat dishes are identified and explained in line with standard industry practice.
- 2.2 Terminology used in the preparation and cookery of poultry are identified and explained in line with standard industry practice.
- 2.3 Terminology used in the preparation and cookery of seafood are identified and explained in line with standard industry practice.
- 2.4 Terminology used in the preparation and cookery of vegetables and fruit are identified and explained in line with standard industry practice.

- 2.5 Terminology used in the preparation and cookery of desserts are identified and explained in line with standard industry practice.
- 2.6 Terminology used in the preparation and cookery of breads and pastries are identified and explained in line with standard industry practice.
- 2.7 Common French terms used in commercial cookery are explained in line with standard industry practice.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFP304- Use, clean and maintain knives in a hospitality establishment

Title		Use Clean and Maintain Knives in a Hospitality Establishment.			
Domain		FOOD PREPARATION			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFP304	Credits	3

Purpose

This unit standard specifies the competency required to use, clean and maintain knives in a hospitality establishment. It includes identifying knives, demonstrating safe cleaning and storage of knives and steels and handling and maintaining knives in a hospitality establishment. This unit standard is intended for those who work in food preparation in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 *Follow occupational, health, hygiene, and safety in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, or simulated real

workplace or an appropriate simulated realistic environment in which food preparation is done.

3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
4. Types of knives may include but are not limited to chef's, bread, carving, turning, paring, deboning.
5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
6. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974

 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Identify and store knives and steels.

Performance Criteria

- 1.1 Types and parts of knives and steels are identified using standard industry terminology.
- 1.2 Knives are safely washed and dried in line with establishment procedures.
- 1.3 Knives are safely placed and stored during and after food preparation in line with establishment procedures..

Element 2: Handle knives in a hospitality establishment

Range

Food preparation may include but are not limited to vegetables, meat, fish, shellfish, fruit, poultry items.

Performance Criteria

- 2.1 Correct knife type is selected in line with type of food being prepared and establishment procedures.
- 2.2 Correct cutting technique is applied in line with type of food being prepared and

establishment procedures.

2.3 Cutting surface is prepared in line with establishment procedures.

2.4 Knives are handled safely in line with establishment procedures.

Element 3: Maintain knives in a hospitality establishment.

Performance Criteria

3.1 Knives are checked for cleanliness and sharpness in line with establishment procedures.

3.2 Knives are sharpened in a safe manner in line with establishment methods.

3.3 Knives are stored in a safe manner in line with establishment requirements.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFP305- Apply knowledge of basic nutrition in food preparation and service

Title		Apply Knowledge of Basic Nutrition in Food Preparation and Service			
Domain		FOOD PREPARATION			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFP305	Credits	3

Purpose

This unit standard specifies the competency required to apply knowledge of basic nutrition in food preparation and service. It includes demonstrating knowledge of basic principles of nutrition and maximizing nutrients in food preparation. This unit standard is intended for those who work in food preparation in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 *Follow workplace health, hygiene, and safety procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which food preparation is done.

3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
4. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
5. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
6. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Demonstrate knowledge of basic principles of nutrition.

Range

Nutrient types include proteins, carbohydrates, fats, vitamins, minerals, fibre and water.

Common food groups include: meat, cheese, nuts (containing protein); bread, cereal and pasta (containing carbohydrates); fat, butter and oil (containing fats); fresh fruit containing vitamins, fresh vegetables and pulses containing minerals; whole wheat grains and raw vegetables and fruit containing fibre; and fresh, raw fruit and vegetables containing water.

Dietary requirements of humans refer to children, teenagers, adults, elderly, women during pregnancy.

Performance Criteria

- 1.1 Basic nutrient types are identified and described using correct industry terminology.
- 1.2 Common food groups are identified and described using correct industry terminology.
- 1.4 Dietary requirements of humans with differing needs are identified and explained in terms of nutritional guidelines.
- 1.5 The components of a balanced diet are identified and explained using correct Industry terminology.
- 1.6 The effects of nutritional deficiencies on human health are identified and described using Correct Industry term.

Element 2: Maximise nutrients in food preparation

Range

Additives include but are not limited to flavorings, colorings, and preservatives.

People with special dietary needs include but are not limited to vegetarian, diabetic, low fat, gluten-free, allergies.

Performance Criteria

- 2.1 Storage requirements and shelf-life for food items are identified and explained in line with legislative and establishment requirements.
- 2.2 Effects of preparation, handling, storage, and cooking on each nutrient type are explained using correct industry terminology.
- 2.3 The role of additives in food are identified and explained using correct industry terminology.
- 2.4 Meals are analyzed in terms of broad nutritional value in line with nutritional guidelines.
- 2.5 Menu items for people with special dietary needs are suggested with reasons for choices explained in line with establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFP306- Set up and close down the food preparation area in a hospitality establishment

Title		Set Up and Close Down the Food Preparation Area in a Hospitality Establishment.			
Domain		FOOD PREPARATION			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFP306	Credits	2

Purpose

This unit standard specifies the competency required to organise the food preparation area in a hospitality establishment. It includes preparing workplace and equipment for food preparation, assembling ingredients, pre-preparing food items and closing down the workstation. This unit standard is intended for those who work in food preparation in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 *Follow occupational, health, hygiene, and safety, procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which food preparation is done.
3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
4. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
5. *Specifications* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
6. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Prepare workplace and equipment for food preparation

Range

Equipment may include but is not limited to knives, food utensils, food processors, blenders and mixers, slicers, grills and salamanders, fryers, large (fixed) equipment such as bain marie and fridges, microwave ovens, ovens, stoves, steamers, chafing, Dishes, burners.

Performance Criteria

- 1.1 Workplace is cleared and cleaned in line with establishment procedures.
- 1.2 Equipment is inspected for cleanliness, checked for suitability and safety, and prepared for use in line with establishment procedures.

Element 2: Assemble ingredients and prepare food items

Range

Ingredients may include but are not limited to dairy products (including milk, yoghurt, cheeses and alternatives such as soy products), dry goods (including flour, sugar, pasta and rice), fruit, vegetables, general food items (including sauces, condiments and flavourings, garnishes, coatings and batters), meat (fresh, frozen, preserved or preprepared and including standard cuts, cold cuts, sausages, hams, salamis) seafood and poultry and other meat products.

Performance Criteria

- 2.1 Ingredients for food preparation are identified in line with recipes and establishment requirements.
- 2.2 Ingredients are assembled, taking into account correct quantities, types and

quality, in line with recipes and establishment requirements.

- 2.3 Ingredients are prepared, taking into account correct weight, amount and/or number of portions and guest requirements, in line with recipe and establishment requirements.
- 2.4 Ingredients are cleaned, peeled, measured, sifted, trimmed, minced or sliced and prepared in line with recipe and establishment requirements.
- 2.5 Equipment is used correctly, safely and hygienically in line with establishment requirements.

Element 3: Close down workstation.

Performance Criteria

- 3.1 Work schedules are followed in line with establishment procedures.
- 3.2 Food items are stored hygienically in line with establishment procedures.
- 3.3 Waste, including food waste, is sorted for recycling and disposed of according to hygiene regulations, establishment procedures and environmental considerations.
- 3.4 Cleaning equipment is assembled, disassembled and stored in a safe manner in line with establishment procedures.

- 3.5 Chemicals and cleaning equipment are used correctly and safely to clean and sanitise walls, floors, shelves and other surfaces in the food preparation area as required and without causing damage to health or property in line with establishment procedures.
- 3.6 First aid procedures are followed in the event of any accident in line with establishment procedures.
- 3.7 Cleaning chemicals are disposed of safely and in line with environmental considerations and establishment procedures.
- 3.8 Kitchen linen and cloths are sorted and safely disposed of in line with establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTEFP307- Prepare and cook food using a range of cooking methods in a hospitality establishment

Title		Prepare and Cook Food Using a Range of Cooking Methods in a Hospitality Establishment			
Domain		FOOD PREPARATION			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTEFP307	Credits	12

Purpose

This unit standard specifies the competency required to prepare and cook food using a range of cooking methods in a hospitality establishment. It includes cooking food by reheating, boiling, poaching, steaming, baking, grilling, braising or stewing, roasting, and deep and shallow frying. This unit standard is intended for those who work in food preparation in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 *Follow occupational health and hygiene and safety, procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which food preparation is done.

3. To demonstrate competence, at a minimum, prepare one recipe for each of the following cooking methods: reheating, boiling, poaching, steaming, baking, grilling, braising and stewing, roasting, deep and shallow frying.
4. Glossary of terms

'mise en place' means the setting out of ingredients and utensils required for the preparation of food items

'low fat absorption' means using techniques and practices which minimise fat absorption by food items.
5. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
6. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
7. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
8. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Occupational Health and Safety Regulations No.18, and all subsequent amendments to any of the above

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Cook food items by reheating

Range

Food items for reheating include but are not limited to meat, vegetables, rice, pasta, pulses.

Performance Criteria

- 1.1 Work area, utensils and ingredients are cleaned and prepared in line with establishment procedures.
- 1.2 Equipment needed for cooking food items by reheating is selected in line with dish requirements.
- 1.3 Cooking times and temperatures for reheating of food items are identified in line with dish requirements.
- 1.4 Cooking faults commonly associated with reheating of food are prevented or minimised in line with establishment procedures.
- 1.5 Effects of reheating on food portion and yield are applied in line with

establishment procedures.

- 1.6 Cooking equipment used for reheating of food is safely operated in line with food safety and establishment procedures.
- 1.7 Hazards associated with reheating of food are identified and minimized in line with food safety and establishment procedures.
- 1.8 Food safety and food hygiene issues associated with reheating of food are identified and applied in line with establishment procedures.

Element 2: Cook items by boiling

Range

Food items for boiling include but are not limited to root vegetables, green vegetables, meat, eggs, rice, pasta, pulses.

Performance Criteria

- 2.1 Work area, utensils and ingredients are cleaned and prepared in line with establishment procedures.
- 2.2 Food items and other ingredients are selected in line with recipe, guest and establishment procedures.
- 2.3 Equipment needed for cooking food items by boiling is selected in line with recipe and establishment procedures.
- 2.4 *Mise en place* for food is prepared for boiling in line with recipe requirements

and establishment procedures.

- 2.5 Cooking times and temperatures for boiling of food items are identified in line with recipe and establishment procedures.
- 2.6 Cooking faults commonly associated with boiling of food are prevented or minimized in line with establishment procedures.
- 2.7 Food items are boiled to meet cooked dish quality requirements in line with recipe and establishment procedures.
- 2.8 Cooking equipment used for boiling of food is safely operated in line with in line with recipe and establishment procedures.
- 2.9 Hazards associated with boiling of food are identified and minimized in line with safety and establishment requirements.
- 2.10 Food safety and food hygiene issues associated with boiling of food are identified and applied in line with establishment procedures.
- 2.11 Boiled food items are finished and presented according to recipe and establishment procedures.

Element 3: Cook food items by poaching

Range

Food items suited for poaching include but are not limited to fish, eggs, fruit.

Performance Criteria

- 3.1 Work area, utensils and ingredients are cleaned and prepared in line with establishment procedures.
- 3.2 Food items and other ingredients are selected in line with recipe, guest and establishment procedures.
- 3.3 Equipment needed for cooking food items by poaching is selected in line with recipe and establishment procedures.
- 3.4 *Mise en place* for food is prepared for poaching in line with recipe requirements and establishment procedures.
- 3.5 Cooking times and temperatures for poaching of food items are identified in line with recipe and establishment procedures.
- 3.6 Cooking faults commonly associated with poaching of food are prevented or minimized in line with establishment procedures.
- 3.7 Food items are poached to meet cooked dish quality requirements in line with recipe and establishment procedures.
- 3.8 Cooking equipment used for poaching of food is safely operated in line with in line with recipe and establishment procedures.
- 3.9 Hazards associated with poaching of food are identified and minimized in line .with safety and establishment requirements.
- 3.10 Food safety and food hygiene issues associated with poaching of food are identified and applied in line with establishment procedures.
- 3.11 Poached food items are finished and presented according to recipe and establishment procedures.

Element 4: Cook food items by steaming

Range

Food items suitable for steaming include but are not limited to vegetables, fish, seafood, puddings, rice.

Performance Criteria

- 4.1 Work area, utensils and ingredients are cleaned and prepared in line with establishment procedures.
- 4.2 Food items and other ingredients are selected in line with recipe, guest and .establishment procedures.
- 4.3 Equipment needed for cooking food items by steaming is selected in line with recipe and establishment procedures.
- 4.4 *Mise en place* for food is prepared for steaming in line with recipe requirements and establishment procedures.
- 4.5 Cooking times and temperatures for steaming of food items are identified in line with recipe and establishment procedures.
- 4.6 Cooking faults commonly associated with steaming of food are prevented or minimized in line with establishment procedures.
- 4.7 Food items are steamed to meet cooked dish quality requirements in line with recipe and establishment procedures.
- 4.8 Cooking equipment used for steaming of food is safely operated in line with in line with recipe and establishment procedures.

- 4.9 Hazards associated with steaming of food are identified and minimized in line with safety and establishment requirements.
- 4.10 Food safety and food hygiene issues associated with steaming of food are identified and applied in line with establishment procedures.
- 4.11 Steamed food items are finished and presented according to recipe and establishment procedures.

Element 5: Cook food items by baking

Range

Food items suitable for baking include but are not limited to cakes, bread, fish, desserts.

Performance Criteria

- 5.1 Work area, utensils and ingredients are cleaned and prepared in line with establishment procedures.
- 5.2 Food items and other ingredients are selected in line with recipe, guest and establishment procedures.
- 5.3 Equipment needed for baking food items by boiling is selected in line with recipe and establishment procedures.
- 5.4 *Mise en place* for food is prepared for baking in line with recipe requirements

and establishment procedures.

- 5.5 Cooking times and temperatures for baking of food items are identified in line with recipe and establishment procedures.
- 5.6 Cooking faults commonly associated with baking of food are prevented or minimized in line with establishment procedures.
- 5.7 Food items are baked to meet cooked dish quality requirements in line with recipe and establishment procedures.
- 5.8 Cooking equipment used for baking of food is safely operated in line with in line with recipe and establishment procedures.
- 5.9 Hazards associated with baking of food are identified and minimized in line with safety and establishment requirements.
- 5.10 Food safety and food hygiene issues associated with baking of food are identified and applied in line with establishment procedures.
- 5.11 Baked food items are finished and presented according to recipe and establishment procedures.

Element 6: Cook food items by grilling

Range

Food items suitable for grilling include but are not limited to meat, poultry, vegetables, fruit, eggs, fish, seafood, bread.

Performance Criteria

- 6.1 Work area, utensils and ingredients are cleaned and prepared in line with establishment procedures.
- 6.2 Food items and other ingredients are selected in line with recipe, guest and establishment procedures.
- 6.3 Equipment needed for cooking food items by grilling is selected in line with recipe and establishment procedures.
- 6.4 *Mise en place* for food is prepared for grilling in line with recipe requirements and establishment procedures.
- 6.5 Cooking times and temperatures for grilling of food items are identified in line with recipe and establishment procedures.
- 6.6 Cooking faults commonly associated with grilling of food are prevented or minimized in line with establishment procedures.
- 6.7 Food items are grilled to meet cooked dish quality requirements in line with recipe and establishment procedures.
- 6.8 Cooking equipment used for grilling of food is safely operated in line with in line with recipe and establishment procedures.
- 6.9 Hazards associated with grilling of food are identified and minimized in line with safety and establishment requirements.
- 6.10 Food safety and food hygiene issues associated with grilling of food are identified and applied in line with establishment procedures.

- 6.11 Grilled food items are finished and presented according to recipe and establishment procedures.

Element 7: Cook food items by braising and stewing

Range

Food items suitable for braising and stewing include but are not limited to meat, vegetables.

Performance Criteria

- 7.1 Work area, utensils and ingredients are cleaned and prepared in line with establishment procedures.
- 7.2 Food items and other ingredients are selected in line with recipe, guest and establishment procedures.
- 7.3 Equipment needed for cooking food items by braising and stewing is selected in line with recipe and establishment procedures.
- 7.4 *Mise en place* for food is prepared for braising and stewing in line with recipe requirements and establishment procedures.
- 7.5 Cooking times and temperatures for braising and stewing of food items are identified in line with recipe and establishment procedures.
- 7.6 Cooking faults commonly associated with braising and stewing of food are

- prevented or minimized in line with establishment procedures.
- 7.7 Food items are braised and stewed to meet cooked dish quality requirements in line with recipe and establishment procedures.
- 7.8 Cooking equipment used for braising and stewing of food is safely operated in line with in line with recipe and establishment procedures.
- 7.9 Hazards associated with braising and stewing of food are identified and minimized in line with safety and establishment requirements.
- 7.10 Food safety and food hygiene issues associated with braising and stewing of food are identified and applied in line with establishment procedures.
- 7.11 Braised and stewed food items are finished and presented according to recipe and establishment procedures.

Element 8: Cook food items by roasting

Range

Food items suitable for cooking by roasting include but are not limited to meat, poultry, fish, vegetables.

Performance Criteria

- 8.1 Work area, utensils and ingredients are cleaned and prepared in line with establishment procedures.
- 8.2 Food items and other ingredients are selected in line with recipe, guest and

- establishment procedures.
- 8.3 Equipment needed for cooking food items by roasting is selected in line with recipe and establishment procedures.
- 8.4 *Mise en place* for food is prepared for roasting in line with recipe requirements and establishment procedures.
- 8.5 Cooking times and temperatures for roasting of food items are identified in line with recipe and establishment procedures.
- 8.6 Cooking faults commonly associated with roasting of food are prevented or minimized in line with establishment procedures.
- 8.7 Food items are roasted to meet cooked dish quality requirements in line with recipe and establishment procedures.
- 8.8 Cooking equipment used for roasting of food is safely operated in line with in line with recipe and establishment procedures.
- 8.9 Hazards associated with roasting of food are identified and minimized in line with safety and establishment requirements.
- 8.10 Food safety and food hygiene issues associated with roasting of food are identified and applied in line with establishment procedures.
- 8.11 Roasted food items are finished and presented according to recipe and establishment procedures.

Element 9: Cook food items by deep and shallow frying, including using low fat

Absorption techniques

Range

Food items suitable for deep and shallow frying include but are not limited to meat, vegetables, fish.

Requirements of ingredients include but are not limited to appearance, smell, expiry date and appearance.

Equipment for deep fat frying includes digital thermometer, manual catering thermometer.

Quality requirements of fried dishes include but are not limited to flavour, aroma, degree of cooking, appearance, temperature.

Cleaning of deep fat fryer includes fryer interior, fryer exterior, range hood.

Performance Criteria

- 9.1 Work area, utensils and ingredients are cleaned and prepared in line with establishment procedures.
- 9.2 Food items and other ingredients are selected in line with recipe and establishment procedures.
- 9.3 Equipment needed for cooking food items by deep and shallow frying are selected in line with recipe and establishment requirements.
- 9.4 Cooking times and temperatures for deep and shallow frying of food items are identified in line with dish requirements.
- 9.5 Where low fat absorption is required, oil temperature is measured and compared with the thermostat setting, and where thermometer reading differs

from the thermostat setting, the temperature control is adjusted until thermometer is at correct setting in line with establishment requirements.

- 9.6 Where low fat absorption is required, calibration date and data are reported and recorded in line with establishment requirements.
- 9.7 *Mise en place* for food is prepared for deep and shallow frying in line with recipe and establishment requirements.
- 9.8 Cooking faults commonly associated with deep and shallow frying of food are prevented or minimized in line with establishment procedures.
- 9.9 Food items are deep fried and shallow fried as required to meet recipe and establishment requirements.
- 9.10 Food is deep fried using low fat absorption techniques where required, with the temperature of initial frying medium, weight and volume of product complying with recipe and establishment requirements.
- 9.11 Cooking equipment used for deep and shallow frying of food is safely operated in line with safety and establishment requirements.
- 9.12 Fried food is drained at completion of cooking to remove exterior fat in line with establishment requirements.
- 9.13 Hazards associated with deep and shallow frying of food are identified and minimized in line with safety and establishment requirements.
- 9.14 Food safety and food hygiene issues associated with deep and shallow frying of food are identified and applied in line with establishment requirements.
- 9.15 Deep fried and shallow fried food items are finished and presented according to recipe requirements and establishment procedures.
- 9.16 Deep fat fryer is cleaned, draining frying medium is filtered manually, machine

filter cleaned where applicable and fryer vat and surrounds cleaned effectively
in line with establishment procedures.

- 9.17 Filtered frying medium is returned to a clean and dry frying vat and topped up to
the minimum level in line with establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFP308- Demonstrate knowledge of food safety, contamination hazards and control methods in the food preparation areas

Title		Demonstrate Knowledge of Food Safety, Contamination Hazards and Control Methods in Food Preparation Areas.			
Domain		FOOD PREPARATION			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFP308	Credits	3

Purpose.

This unit standard specifies the competences required to handle contamination hazards and control methods used in accordance with the establishment procedures. It includes the importance of maintaining a safe working environment for staff and customers and explains safety procedures for avoiding accidents in the workplace. It also describes safety and evaluation procedures (including the nominated assemble point in the event of a fire).

Special Notes

1. Entry information:

Prerequisite

- Unit 201 *Follow occupational health, personal and safety procedures.*

2. The unit standard is to be delivered and assessed in the context of the hospitality and

tourism operations. and should be assessed in conjunction with other relevant technical unit standards selected from the domain

3. To demonstrate competence at a minimum, by provide evidence of identifying, reporting
And taking steps to prevent four types of hazards and four food hygiene risks, and of
handling two types of emergency procedures.
4. Assessment evidence may be collected from a real workplace or simulated real workplace,
or an appropriate simulated realistic environment in which food preparation is carried out.
5. All inspection, operation and maintenance procedures associated with the use of tools and
equipment shall comply with manufacturers' guidelines and instructions.
6. Safe working practices must include day to day following of safety policies and procedure,
risk assessment emergency procedures and the use of basic fire fighting equipment.
7. Personal protective equipment and clothing can include but is not limited to overalls or
gloves, safety shoes and hair nets/covering.
8. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 4, 1998
 - Occupational Health and Safety Regulations No.14, 2001

 - Food Hygiene General Regulation 1970
 - Food Safety Act 1990
 - Food Safety Regulations 1995
 - Fire Precaution Act 1971 and all subsequent amendments.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Identify, prevent and report contamination hazards

Range

Hazards may include, but not be limited to, chemical spills, gases, liquids under pressure, moving machinery and equipment, hazardous materials, work at heights, work in confined spaces, high temperatures, noise, dust, falls, burns, vapours, fires, protrusions, sharp equipment and manual handling.

Potential hygiene risks in food production service and areas may include: bacterial and other contamination arising from the poor handling of food, inappropriate storage of foods, including storage at incorrect temperatures, foods left uncovered, poor personal hygiene practices, poor work practices relating to cleaning, work areas, surfaces, food handling, vermin (parasitic worms or insects), airborne dust, cross-contamination through inappropriate cleaning practices, the inappropriate handling of potentially infectious linen, contaminated wastes such as blood and body secretions, disposal of garbage and contaminated or potentially contaminated wastes.

Performance Criteria

- 1.1. Health hazards and hygiene risks in the hospitality environment and their common causes are identified, assessed and reported to designated persons.
- 1.2. Safety hazards and risks in the hospitality environment and their common causes are identified, assessed and reported to designated persons.
- 1.3. Action is taken to reduce the risk within the scope of individual responsibility in accordance with establishment procedures and occupational health and safety regulations.

Element 2: Follow hygiene procedures to control risks.

Range

Risk may include the risk of injury during performance of a task or risk of infection due to unhygienic conditions in the work area.

Hygiene procedures relate to working methods used in food preparation, and food and beverage service.

Hygiene procedures may include the safe and hygienic handling of food and beverages, regular hand washing, correct food storage, appropriate and clean clothing, avoidance of cross-contamination, the safe handling and disposal of refuse, cleaning and sanitising procedures, personal hygiene.

Performance Criteria

- 2.1. Workplace hygiene procedures are identified and followed in accordance with establishment standards and national legislation.
- 2.2. Procedures for pest control in the establishment are identified and applied.
- 2.3. Items and materials used in food preparation are handled and stored according to establishment requirements, manufacturer/supplier guidelines and regulation requirements.

Element 3: Follow safe work procedures

Performance Criteria

- 3.1. Tasks are performed in a safe manner and in accordance with legislative requirements and establishment policies and procedures.
- 3.2. Personal protective clothing and equipment and clothing are worn, used and stored according to establishment procedures.
- 3.3. Safety signs and symbols are identified and followed.
- 3.4. Appropriate tools and equipment are selected to carry out tasks that are consistent with the requirements of the job, checked for serviceability and any faults are rectified or reported prior to commencing tasks.
- 3.4 Tools and equipment are used, cleaned and stored correctly, in accordance with establishment procedures and manufacturer's instructions.

Element 4: Follow emergency procedures

Range

Appropriate personnel to be contacted in case of emergencies, accidents and fires, or to receive reports about risks, are designated safety officers appointed by the establishment, who have received specific safety response training, as well as supervisors, managers or other senior personnel.

Emergency procedures related to this unit are to include, but not be limited to extinguishing fires, organisational first aid requirements and evacuation.

Types of fire may include, but not be limited to electrical, chemical, gas, mechanical, paper, oil, wood or natural fires.

Fire equipment may include a fire truck, fire reels, fire hydrants and hoses, fire extinguishers and manual fire fighting instruments.

Performance Criteria

- 4.1 Appropriate personnel are identified in the event of an emergency.
- 4.2 Workplace procedures for dealing with accidents, fires and emergencies are followed within scope of responsibility.
- 4.3 Emergency and evacuation procedures are carried out when required according to establishment procedures.
- 4.4 Emergency and evacuation procedures are carried out when required according to establishment procedures.
- 4.5 Given a large fire, the alarm is raised and correct evacuation procedures are followed.
- 4.6 Given an accident involving staff and/or customer, action to be taken is decided on and explanation is given on the cause of the accident.

(Range of accidents: fall, faint, slip, drop items, spill food/drink.)

Element 5: Follow hygienic cleaning procedures.

Performance Criteria

- 5.1 Work area is cleared and materials disposed of, reused or recycled in accordance with legislation, regulations and job specification.

- 5.2. Tools and equipment are cleaned, checked, maintained and stored in accordance with manufacturers' recommendations and standard work practices.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFP309- Portion, plate and present food in a hospitality establishment

Title		Portion, Plate and Present Food in a Hospitality Establishment			
Domain		FOOD PREPARATION			
Sub field		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFP309	Credits	2

Purpose

This unit standard specifies the competency required to portion, plate and present food in a hospitality establishment. This unit standard is intended for those who work in food preparation in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite

- *Unit 201 Follow occupational, health, hygiene and safety procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which food preparation is done.
3. Glossary of terms:
- *'portion'* refers to the allocation of an amount of food or beverage to each

person

- '*plate*' refers to the placement and arrangement of food for a person on their plate or in their bowl

- '*present*' refers to the offering or display of food to guests, or putting of food before guests.

4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
6. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Portion, plate, and present food in a hospitality establishment

Range

Food service items may include but are not limited to entrees, main courses, desserts, soups, sandwiches, canapés and appetizers, buffet and smorgasbord display items, food and beverage trays.

Food presentation includes but is not limited to visual appeal, colour and contrast, temperature of food and service equipment, classical and innovative arrangement styles..

Performance Criteria

- 1.1 Foods to be served from menu items are identified in line with establishment procedures.

- 1.2 Sauces and garnishes are arranged in line with establishment procedures.
- 1.3 Sufficient supplies of clean, undamaged crockery are made available at temperatures appropriate for food service in line with establishment procedures.
- 1.4 Food is portioned in line with establishment procedures.
- 1.5 Food is plated and presented without drips or spills, in line with requirements for specified dishes and establishment procedures.
- 1.6 Effective teamwork is implemented with kitchen and food service staff to ensure timely and quality service of food in line with establishment procedures.
- 1.7 Food is served to guests or displayed in public areas as required, at the correct temperature, without drips or spills in line with requirements for specified dish and establishment procedures.
- 1.8 Personal hygiene practices are maintained in line with food safety and establishment procedures.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFP310- Prepare and present appetisers and salads in a hospitality establishment

Title		Prepare and Present Appetisers and Salads in a Hospitality Establishment			
Domain		FOOD PREPARATION			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFP310	Credits	6

Purpose

This unit standard specifies the competency required to prepare and present appetisers and salads in a hospitality establishment. It includes preparing and presenting hot and cold finger foods, canapés, salads and basic starters. This unit standard is intended for those who work in food preparation in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 *Follow occupational, healthy, hygiene, and safety, procedures, in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which food preparation is done.

3. Glossary of terms

- ‘*Mise en place*’ means the setting out of ingredients and utensils required for the preparation of food items
 - ‘*Canapés*’ are slices of bread cut into various shapes and garnished.
4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer’s instructions.
 5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
 6. ‘*Specifications*’ refers to any, or all of the following: manufacturer’s specifications and recommendations, establishment specific requirements.
 7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Occupational Health and Safety Regulations No.18

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Prepare and present hot and cold finger foods

Range

Hot and cold finger foods include but are not limited to kebabs, goujons, satays, filled eggs, samoosas, fritters, bruschetta, filled pastry items, frittata, drumsticks, kofta, sushi, spring rolles, crudités, oysters.

Preparation methods for hot and cold finger foods may include but are not limited to filling, skewering, piping, crumbing, battering, marinating, portioning.

Cooking methods for hot and cold finger foods may include but are not limited to baking, grilling, shallow and deep frying, steaming, cooking in microwave oven.

Garnishes may include basic garnishing, accompaniments, sauces.

Presentation requirements of hot and cold finger foods include smell, appearance, perishability, texture, temperature.

Performance Criteria

- 1.1 Hot and cold finger foods that are commonly served as appetisers are identified, using appropriate industry terminology.
- 1.2 *Mise en place* is prepared and ingredients assembled for preparation of a range of hot and cold finger foods in line with establishment procedures.
- 1.3 Hot and cold finger foods are prepared as appetisers, using appropriate cooking methods and garnishes in line with establishment procedures.

1.4 Hot and cold finger foods are presented for service in line with establishment procedures.

1.5 Finger foods are stored in line with safety and establishment requirements.

Element 2: Prepare and present canapés

Range

Hot canapés may include but are not limited to bouchées, spring rolls.

Cold canapés may include but are not limited to bread, crackers, firm vegetables (eg peppers, cucumber, single endive leaves), pastry, filo, tortilla, crostini.

Preparation methods for canapés may include but are not limited to slicing, portioning, carving, chilling, garnishes.

Processes may include but are not limited to time or degree of cooking, temperature, change in condition, identification and correction of faults.

Presentation of canapés may include but is not limited to required aroma, flavour, degree of cooking, appearance, perishability, texture.

Performance Criteria

2.1 Hot and cold canapés required for service as appetisers are identified using appropriate industry terminology.

- 2.2 *Mise en place* is prepared and ingredients assembled for hot and cold canapés in line with establishment procedures.
- 2.3 Hot and cold canapés are prepared as appetisers, using appropriate cooking methods and finishes in line with dish requirements, agreed timeframes and establishment requirements.
- 2.4 Hot and cold canapés are presented for service in line with establishment procedures.
- 2.5 Canapés are stored in line with safety and establishment requirements

Element 3: Prepare and present salads

Salads include simple and complex salads, cold or warm salads which may include meat, seafood, fruit, vegetable, rice, pasta.

Quality includes but is not limited to appearance, smell, perishability, temperature.

Finishes include but are not limited to mixing, tossing, arranging, dressings.

Performance Criteria

- 3.1 Salads for preparation and service are identified in line with establishment procedures and guest requirements.
- 3.2 *Mise en place* is prepared and salad ingredients are assembled in line with guest requests and establishment procedures.
- 3.3 Salads are prepared in line with guest and establishment requirements, using

- appropriate cooking methods and finishes.
- 3.4 Salads are cold and warm salads for service are presented in line with guest requests and establishment procedures.
- 3.5 Salads are stored in line with safety and establishment requirements.

Element 4: Prepare and present starters

Range

Performance Criteria

- 4.1 Basic starters for preparation and service are identified in line with establishment procedures and guest requirements.
- 4.2 *Mise en place* is prepared and ingredients for basic starters are assembled in line with establishment procedures.
- 4.3 Basic starters are prepared in line with guest and establishment requirements, using appropriate cooking methods and finishes.
- 4.4 Basic starters for service are presented, in line with guest and establishment requirements.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFP311- Prepare and present egg and dairy dishes in a hospitality establishment

Title		Prepare and Present Egg and Dairy Dishes in a Hospitality Establishment			
Domain		FOOD PREPARATION			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFP311	Credits	5

Purpose

This unit standard specifies the competency required to prepare and present egg and dairy dishes in a hospitality establishment. It includes preparing egg dishes and dairy dishes, and presenting and storing egg and dairy dishes. This unit standard is intended for those who work in food preparation in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 *Follow occupational health, hygiene and safety procedures in a hospitality establishment* or demonstrated equivalent knowledge and skill.

2. Assessment evidence may be collected from a real workplace, or simulated real

workplace or an appropriate simulated realistic environment in which food

preparation is done.

3. Glossary of terms
 - '*Mise en place*' means the setting out of ingredients and utensils required for the preparation of food items
4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
6. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Prepare egg dishes

Range

Characteristics of eggs include but are not limited to weight, size, freshness.

Egg quality indicators include but are not limited to clean shell, well shaped, strong and slightly rough shell, high proportion of thick white to thin white, firm round yolk with good colour, smell, water test.

Cooking methods for eggs include poaching, grilling, frying, baking, boiling.

Performance Criteria

- 1.1 Work area, utensils and ingredients are clean, tidy and ready for use.
- 1.2 Eggs are identified and described in terms of characteristics and nutritional value, and the effects of cooking on the nutritional value are identified and explained in line with standard industry practice.
- 1.3 Food safety issues and safe food handling practices for preparation and cooking with eggs are identified and demonstrated in line with standard industry practice and legislative and establishment requirements.
- 1.4 Eggs and other ingredients required for egg dishes are prepared using preparation methods in line with dish requirements, within agreed timeframe and in line with establishment requirements.
- 1.5 Egg dish is cooked to meet recipe, guest and establishment requirements

Element 2: Prepare dairy dishes

Range

Dairy products include but are not limited to milk, cream, buttermilk, yoghurt, cheese.

Types of cheese include but are not limited to grating, hard, soft, mould ripened, ripened mould, fresh.

Uses of cheese include but are not limited to toppings, cooking, salads, desserts, baking, gratinated.

Cooking methods for dairy include baked, fried, au gratin, microwaved.

Cooking processes include but are not limited to time or degree of cooking, temperature, change in condition, identification and correction of cooking faults.

Dairy dish quality indicators include but are not limited to no mould on skin/rind, consistency correct for cheese type.

Performance Criteria

- 2.1 Work area, utensils and ingredients are clean, tidy and ready for use in line with establishment procedures.
- 2.2 Dairy products are identified and described in line with standard industry practice.
- 2.3 Nutritional value of dairy products and effects of cooking on the nutritional

- value, are identified and explained in line with standard industry practice.
- 2.4 Types of cheese are identified and described in line with standard industry procedures.
- 2.5 Food safety issues and safe food handling practices for preparation and cooking with dairy products are identified and explained in line with standard industry practice and legislative and establishment requirements.
- 2.6 Cooking methods and processes for dairy products are applied in line with dish quality, guest and establishment requirements.

Element 3: Present and store eggs and dairy dishes

Range

Finish for egg and dairy dishes include basic garnishes, accompaniments, portioning.

Storage includes containers that best suit the product, correct labelling, at appropriate temperature, within time limit for food safety, reducing unnecessary wastage and ensuring maximum yield.

Performance Criteria

- 3.1 Cooked egg and dairy dishes are finished in line with recipe, guest and establishment procedures.
- 3.2 Egg and dairy dishes are presented in line with recipe and establishment requirements.

3.3 Egg and dairy dishes are served in line with recipe and establishment requirements.

3.4 Egg and dairy dishes are stored in line with recipe and establishment requirements.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFP312- Prepare and present fruit and vegetable dishes in a hospitality department

Title		Prepare and Present Fruit and Vegetables Dishes in a Hospitality Establishment			
Domain		FOOD PREPARATION			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFP312	Credits	5

Purpose

This unit standard specifies the competency required to prepare and present fruit and vegetable dishes in a hospitality establishment. It includes preparing and presenting fruit and vegetable dishes. This unit standard is intended for those who work in food preparation in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 *Follow occupational health, hygiene, and safety procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which food preparation is done.

3. Glossary of terms

- '*Mise en place*' means the setting out of ingredients and utensils required for the preparation of food items

- *'hard fruit'* refers to fruit with pips or a stone at the core
 - *'soft fruit'* refers to fruit with pips spread throughout the fruit.
 - *'root vegetables'* refers to vegetables grown below the ground
 - *'green vegetables'* refers to vegetables grown above the ground
4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
 5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
 6. *'pecifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
 7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Occupational Health and Safety Regulations No.18, 1997

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Prepare and present fruit dishes

Range

Fruit dishes include but are not limited to cooked and uncooked dishes, including hard and soft fruit.

Fruit selection includes but is not limited to appearance, taste, level of ripeness, cleanliness, size, shape and smell.

Fruit preparation includes but is not limited to cleaning, peeling, slicing, chopping.

Fruit cooking methods include but are not limited to baking, steaming, boiling, roasting, stewing, frying (including deep and shallow), stirring, sautéing, grilling, char grilling, braising, poaching.

Fruit cooking processes include but are not limited to time or degree of cooking, temperature, identification and correction of faults, blanching, refreshing.

Quality points for cooked fruit include but are not limited to flavour, aroma, degree of cooking, appearance.

Identification includes but is not limited to labelled, dated.

Storage requirements for fruit include but are not limited to location (dry, cool), stock rotation, container suitable size for fruit and vegetable quantity, correct placement in temperature controlled storage, hygiene

Performance Criteria

- 1.1 Work area, utensils and ingredients are cleaned and prepared for use in line with establishment procedures.
- 1.2 Common recipes for fruit dishes are identified in line with guest and establishment requirements.
- 1.3 Fruit suitable for a range of fruit dishes is selected in line with recipes and guest and establishment requirements.
- 1.4 Food safety and safe food handling practices for fruit preparation, cooking and storage, are identified and applied in line with standard industry practice, legislative and establishment procedures.
- 1.5 *Mise en place* is prepared and ingredients assembled for preparation of a range of fruit dishes in line with establishment procedures.
- 1.6 Fruit waste generated during preparation and cooking is minimised and fruit is cooked to required standard in line with recipe requirements where applicable.
- 1.7 Fruit preparation and cooking methods are demonstrated in line with recipes and standard industry practice.
- 1.8 Portion amounts and yields for raw and cooked fruit are explained in line with recipe and establishment requirements.
- 1.9 Fruit and fruit dishes are presented and served in line with guest and establishment requirements.
- 1.10 Fruit dishes are identified and stored in line with food safety and establishment requirements.

Element 2: Prepare and present vegetables

Range

Selection of root vegetables includes but is not limited to cleanness, firmness, freshness, appearance, free from blemishes, free from disease and pests, size and shape.

Selection of green vegetables includes but is not limited to appearance, freshness, free from free from disease and pests, size and shape.

Preparation methods include but are not limited to cleaning, peeling, slicing, chopping.

Preparation methods must include washing and peeling, slicing, dicing, shredding, grating, blanching.

Vegetable cuts include but are not limited to brunoise, julienne, parisienne, paysanne, macédoine, jardinière.

Vegetable cooking methods include but are not limited to steaming, boiling, roasting, baking, grilling, frying (shallow and deep, sauté and stir fry).

Cooking processes include but are not limited to time or degree of cooking, temperature, identification and correction of faults.

For assessment purposes, preparation and presentation of one uncooked vegetable dish, one cooked root vegetable dish and one cooked green vegetable dish is required.

Vegetable dish quality requirements include but are not limited to flavour, aroma, degree of cooking, appearance.

Vegetable dish finishes include but are not limited to basic garnishes, accompaniments, sauces, portioning, reheating.

Performance Criteria

- 2.1 Work area, utensils and ingredients are cleaned and prepared for use in line with establishment procedures.
- 2.2 Common recipes for vegetable dishes are identified in line with guest and establishment requirements.
- 2.3 Vegetables suitable for a range of vegetable dishes, including root and green vegetables, are selected in line with recipes and guest and establishment requirements.
- 2.4 Food safety and safe food handling practices for vegetable preparation, cooking and storage, are identified and applied in line with standard industry practice, legislative requirements and establishment procedures.
- 2.5 *Mise en place* is prepared and ingredients assembled for preparation of a range of vegetable dishes in line with establishment procedures.
- 2.6 Vegetable waste generated during preparation and cooking is minimised and vegetables are cooked to required standard in line with recipe requirements where applicable.
- 2.7 Portion amounts and yields for raw and cooked vegetables are explained in line with recipe and establishment requirements.
- 2.8 Vegetable preparation methods are demonstrated, including vegetable cuts, in

line with recipes and standard industry practice.

2.9 Vegetable dish is cooked to the quality requirements of the recipe and establishment.

2.10 Cooked vegetable dish is finished, presented and served to meet dish requirements.

2.11 Vegetables and vegetable dishes are stored in line with food safety and establishment requirements.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFP313- Prepare and present rice, pasta, and pulse dishes in a hospitality establishment

Title		Prepare and Present Rice Pasta and Pulse Dishes in a Hospitality Establishment			
Domain		FOOD PREPARATION			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFP313	Credits	6

Purpose

This unit standard specifies the competency required to prepare and present rice, pasta and pulse dishes in a hospitality establishment. It includes preparing and presenting rice based dishes, pasta dishes and pulse dishes. This unit standard is intended for those who work in food preparation in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 *Follow occupational health, hygiene and safety, procedures in hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which food preparation is done.

3. Glossary of terms

- '*Mise en place*' means the setting out of ingredients and utensils required for the preparation of food items
 - '*Convenience*' means the use of food items which have already undergone a level of preparation ranging from cleaning and portioning to pre-packaged, ready to cook products.
4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
 5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
 6. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
 7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Occupational Health and Safety Regulations No.18, 1997
 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Prepare and present rice based dishes

Range

Selection of rice includes but is not limited to appearance, smell, freshness, free from pests and disease.

Types of rice include but are not limited to long grain, short grain.

Preparation methods include but are not limited to washing, draining.

Cooking methods include but are not limited to boiling, steaming, braising, frying.

Processes include but are not limited to time or degree of cooking, temperature, change in condition, identification and correction of faults.

Rice dish requirements include but are not limited to flavour, aroma, degree of cooking, appearance, texture.

Finishes include but are not limited to basic garnishings, seasonings, accompaniments, sauces, portioning, reheating of stored cooked rice.

Performance Criteria

1.1 Work area, utensils and ingredients are cleaned and prepared for use in line

with establishment procedures.

- 1.2 Appropriate recipe for rice dish is identified in line with guest and establishment requirements.
- 1.3 Rice types suitable for rice dish are selected in line with recipe and guest and establishment requirements.
- 1.4 Food safety and safe food handling practices for rice dish preparation, cooking and storage, are identified and applied in line with standard industry practice and legislative requirements.
- 1.5 *Mise en place* is prepared and ingredients assembled for preparation of rice dish in line with establishment procedures.
- 1.6 Rice is cooked to required standard in line with recipe requirements.
- 1.7 Rice dish is prepared and cooked in line with recipes and standard industry practice.
- 1.8 Portion amounts and yields for rice dish are explained in line with recipe and establishment requirements.
- 1.9 Rice dish is presented and served in line with guest and establishment requirements.
- 1.10 Rice dish is stored in line with food safety and establishment requirements.

Element 2: Prepare and present pasta

Range

Pasta types include but are not limited to flat, cylindrical, filled, shaped. For

assessment purposes, one freshly made and one convenience type is required.

Selection of pasta includes but is not limited to appearance, smell, consistency, freshness.

Preparation methods include but are not limited to refreshing, draining.

Cooking methods include but are not limited to boiling, baking, sautéing.

Processes include but are not limited to time or degree of cooking, temperature, change in condition, identification and correction of faults.

Required standard includes but is not limited to flavour, aroma, degree of cooking, appearance, texture.

Finishes include but are not limited to basic garnishes, accompaniments, seasoning, sauces, portioning, reheating from cold storage.

Performance Criteria

- 2.1 Work area, utensils and ingredients are cleaned and prepared for use in line with establishment procedures.
- 2.2 Appropriate recipe for pasta dish is identified in line with guest and establishment requirements.
- 2.3 Pasta type suitable for pasta dish is selected and prepared in line with recipe, guest and establishment requirements.
- 2.4 Food safety and safe food handling practices for pasta dish preparation, cooking and storage, are identified and applied in line with standard industry practice and legislative requirements.
- 2.5 *Mise en place* is prepared and ingredients assembled for preparation of pasta

- dish in line with establishment procedures.
- 2.6 Pasta is cooked to required standard in line with recipe requirements.
 - 2.7 Pasta dish is prepared and cooked in line with recipe and standard industry practice.
 - 2.8 Portion amounts and yields for pasta dish are explained in line with recipe and establishment requirements.
 - 2.9 Pasta dish is presented and served in line with guest and establishment requirements.
 - 2.10 Pasta dish is stored in line with food safety and establishment requirements.

Element 3: Prepare and present pulse dishes

Range

Pulse types include but are not limited to beans, peas, lentils.

Selection of ingredients includes but is not limited to appearance, smell, within expiry date, free from disease and pests.

Preparation methods include but are not limited to soaking, cleaning, draining.

Pulse dish quality includes but is not limited to aroma, flavour, degree of cooking, appearance.

Cooking methods include but are not limited to boiling, baking, stewing, braising.

Processes include but are not limited to time or degree of cooking, temperature, change in condition, puréeing, identification and correction of faults.

Finishes include but are not limited to saucing, portioning, mould, garnishes, accompaniments.

Performance Criteria

- 3.1 Work area, utensils and ingredients are cleaned and prepared for use in line with establishment procedures.
- 3.2 Appropriate recipe for pulse dish is identified in line with guest and establishment requirements.
- 3.3 Pulse variety suitable for pulse dish is selected and prepared in line with recipe, guest and establishment requirements.
- 3.4 Food safety and safe food handling practices for pulse dish preparation, cooking and storage, are identified and applied in line with standard industry practice and legislative requirements.
- 3.5 *Mise en place* is prepared and ingredients assembled for preparation of pulse dish in line with establishment procedures.
- 3.6 Dried pulse varieties are cooked to required standard in line with recipe requirements.
- 3.7 Pulse dish is prepared and cooked in line with recipe and standard industry practice.
- 3.8 Portion amounts and yields for pulse dish are explained in line with recipe and establishment requirements.
- 3.9 Pulse dish is presented and served in line with guest and establishment requirements.

3.10 Pulse dish is stored in line with food safety and establishment requirements.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFP314- Prepare and present meat, poultry and fish dishes in a hospitality establishment

Title		Prepare and Present Meat, Poultry and Fish Dishes in a Hospitality Establishment			
Domain		FOOD PREPARATION			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFP314	Credits	8

Purpose

This unit standard specifies the competency required to prepare and present meat, poultry and fish dishes in a hospitality establishment. It includes preparing and presenting meat, poultry and fish dishes. This unit standard is intended for those who work in food preparation in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- Unit 201 *Follow occupational health, hygiene and safety, procedures in hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Glossary of terms

- ‘*Mise en place*’ means the setting out of ingredients and utensils required for the preparation of food items

3. Assessment evidence may be collected from a real workplace, or simulated real

workplace or an appropriate simulated realistic environment in which food preparation is done.

4. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
5. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
6. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Prepare and present meat dishes

Range

Meat types include but are not limited to game, beef, lamb, pork, mutton.

Selection of meat includes but is not limited to colour, fat content and appearance, smell, texture.

Meat cuts include but are not limited to:

beef – topside, silverside, rump, sirloin, fillet

lamb – shoulder, leg, loin, best end, shanks, offal

pork – leg, loin, spare rib, chops

Characteristics of meat include but are not limited to connective tissue including elastin and collagen, extractives, tenderness, flavour, moistness.

For assessment purposes the identification and selection of three joints and one cut for each meat type and four examples of edible by-products for each animal is required.

Food safety of meat includes but is not limited to spoilage, bacteria.

Preparation methods include but are not limited to cleaning, trimming, defrosting, cutting, chopping, skinning, jointing, deboning, seasoning, marinating, portioning.

Cooking processes include but are not limited to time and degree of cooking, temperature, change in condition, identification and correction of cooking faults.

Cooking methods include but are not limited to roasting, grilling, shallow frying, stewing. For assessment purposes, two slow moist methods and two dry cooking

methods are required.

Meat dish requirements include but are not limited to flavour, aroma, degree of cooking, appearance.

Finishes include but are not limited to basic garnishings, accompaniments, seasoning, sauces, portioning.

Storage requirements include but are not limited to temperatures, use-by dates.

Performance Criteria

- 1.1 Work area, utensils and ingredients are cleaned and prepared for use in line with establishment procedures.
- 1.2 Appropriate recipes for meat dishes are identified in line with guest and establishment requirements.
- 1.3 Meat types suitable for meat dishes are selected in line with recipes and guest and establishment requirements, considering characteristics of meat and effects of cooking on meat.
- 1.4 Food safety and safe food handling practices for meat dish preparation, cooking and storage, are identified and applied in line with standard industry practice and legislative requirements.
- 1.5 *Mise en place* is prepared and ingredients assembled for preparation of meat and poultry dish.
- 1.6 Meat is cut according to required meat or poultry cuts, joints and intestines of meat and poultry.
- 1.7 Meat dishes are prepared in line with guest and recipe requirements.
- 1.8 Meat dishes are cooked to required standard and cooking methods in line with

recipe requirements, with effect of cooking on meat type taken into account.

- 1.9 Meat dishes are portioned in line with guest, recipe and establishment requirements.
- 1.10 Meat dishes are presented and served in line with guest and establishment requirements.
- 1.11 Meat dishes are stored in line with food safety and establishment requirements.

Element 2: Prepare poultry dishes

Range

Poultry pieces include but are not limited to drumstick, thigh, wing, breast.

Poultry includes but is not limited to chicken, guinea fowl, turkey.

Selection of poultry includes but is not limited to appearance, smell, freshness.

For assessment purposes the identification and selection of three pieces of poultry and two examples of edible by-products is required.

Food safety of poultry includes but is not limited to spoilage, bacteria.

Preparation methods include but are not limited to cleaning, trimming, defrosting, cutting, chopping, skinning, jointing, deboning, seasoning, marinating, portioning.

Cooking processes include but are not limited to time and degree of cooking, temperature, change in condition, identification and correction of cooking faults.

Cooking methods include but are not limited to roasting, grilling, shallow frying, stewing. For assessment purposes, two slow moist methods and two dry cooking

methods are required.

Poultry dish requirements include but are not limited to flavour, aroma, degree of cooking, appearance.

Finishes include but are not limited to basic garnishings, accompaniments, seasoning, sauces, portioning.

Storage requirements include but are not limited to temperatures, use-by dates.

Performance Criteria

- 2.1 Work area, utensils and ingredients are cleaned and prepared for use in line with establishment procedures.
- 2.2 Appropriate recipes for poultry dishes are identified in line with guest and establishment requirements.
- 2.3 Poultry types suitable for poultry dishes are selected in line with recipes and guest and establishment requirements, considering characteristics of poultry and effects of cooking on poultry meat.
- 2.4 Food safety and safe food handling practices for poultry dish preparation, cooking and storage, are identified and applied in line with standard industry practice and legislative requirements.
- 2.5 *Mise en place* is prepared and ingredients assembled for preparation of meat and poultry dish.
- 2.6 Poultry is cut according to required meat or poultry cuts, joints and intestines of meat and poultry.
- 2.7 Poultry dishes are prepared in line with guest and recipe requirements.

- 2.8 Poultry dishes are cooked to required standard and cooking methods in line with recipe requirements, with effect of cooking on meat type taken into account.
- 2.9 Poultry dishes are portioned in line with guest, recipe and establishment requirements.
- 2.10 Poultry dishes are presented and served in line with guest and establishment requirements.
- 2.11 Poultry dishes are stored in line with food safety and establishment requirements

Element 3: Prepare and present fish dishes

Range

Fish types include but are not limited to fresh and sea water types including kabeljou, hake, steenbra, tuna, orange roughy.

Seafood types include but are not limited to crustacean, molluscs, cephalopods and including mussels, oysters, crabs, prawns, squid, crayfish.

Fish cuts include but are not limited to fillet, whole fish, goujon, steaks, darne, délice, goujon, tronçon, fillet, suprême, paupiette, pilé, medallion.

Selection of fresh and frozen fish includes but is not limited to smell, appearance, eyes bright and not sunken, firm and resilient flesh, scales lying flat, flesh moist and plentiful, smooth and moist skin.

Selection of seafood includes but is not limited to closed shells, absence of water in

shell, appropriate smell, shells and limbs intact, appropriate colour.

Preparation methods for fish and seafood dishes include but are not limited to defrosting, cleaning (scaling and gutting), filleting, coating (crumbing, battered, egg, flour).

Methods of cooking include but are not limited to poaching, grilling, deep frying, shallow frying, boiling, steaming.

Cooked fish dish requirements include but are not limited to flavour, aroma, degree of cooking, appearance, texture.

Seafood cooking methods include but are not limited to poaching, grilling, deep frying, shallow frying, boiling, steaming.

Finishes include but are not limited to basic garnishings, accompaniments, sauces, portioning.

For assessment purposes, the preparation, cooking and presentation of one fish and one seafood dish are required, using two different methods of cooking as per dish requirements.

Performance Criteria

- 3.1 Work area, utensils and ingredients are cleaned and prepared for use in line with establishment procedures.
- 3.2 Appropriate recipes for fish and seafood dishes are identified in line with guest and establishment requirements.
- 3.3 Fish and seafood types suitable for fish and seafood dishes are selected in line with recipes and guest and establishment requirements.

- 3.4 Food safety and safe food handling practices for fish and seafood dish preparation, cooking and storage, are identified and applied in line with standard industry practice and legislative requirements.
- 3.5 *Mise en place* is prepared and ingredients assembled for preparation of fish and seafood dishes in line with establishment procedures.
- 3.6 Fish and seafood are cut according to required fish cuts and prepared in line with guest and recipe requirements.
- 3.7 Fish and seafood waste generated during preparation is disposed of in line with safety and establishment requirements.
- 3.8 Fish and seafood dishes are cooked to required standard using suitable cooking methods in line with recipe requirements.
- 3.9 Cooked fish and seafood dishes are portioned in line with guest, recipe and establishment requirements.
- 3.10 Fish and seafood dishes are presented and served in line with guest and establishment requirements.
- 3.11 Fish and seafood dishes are stored in line with food safety and establishment requirements.

Registration Data

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFP315- Prepare and present a range of bakery products in a hospitality establishment

Title		Prepare and Present Arrangement of Bakery Products in a Hospitality Establishment			
Domain		FOOD PREPARATION			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFP315	Credits	7

Purpose

This unit standard specifies the competency required to prepare and present a range of bakery products in a hospitality establishment. It includes preparing *mise en place* and mix cakes, sponges, scones and muffins, baking cakes, sponges, scones and muffins, and presenting and storing cakes, sponges, scones and muffins. This unit standard is intended for those who work in food preparation in the hospitality and tourism industry

Special Notes

1. Entry information

Prerequisite:

- Unit 201 *Follow occupational health, hygiene and safety procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2.1 Glossary of terms

- '*Mise en place*' means the setting out of utensils required for the preparation

of food items.

3. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which food preparation is done.
4. Bakery products for the purposes of this unit standard include different types of cakes, sponges, scones and muffins.
5. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
6. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
7. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
8. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - The Social Security Act 1994

 - The Employee Compensation Amendment Act 5 of 1995
 - Public Health Amendment Act 45 of 1976
 - The International Health Regulation Act 28 of 1974
 - Namibia Tourism Board Act 21 of 2000
 - Occupational Health and Safety Regulations No.18, 1997and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions, which comply with the accreditation, national assessment and moderation requirements set or adapted by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Prepare *mise en place* and mix cakes sponges, and muffins

Range

Cakes, sponges, scones and muffins include but are not limited to fruit, plain, premixed, fresh ingredients.

Preparation of work area includes but is not limited to measuring utensils, measuring jugs and cups, oven temperatures, mixer, whisker, baking utensils, oven mitts, baking tins (spring forms, solid).

Performance Criteria

- 1.1 Cakes, sponges, scones and muffins commonly used in the hospitality industry are identified in line with standard industry practice.
- 1.2 Standard recipes and cooking processes for cakes, sponges, scones and muffins are identified in line with standard industry practice.

- 1.3 Work areas and equipment are cleaned and prepared in line with establishment procedures.
- 1.4 Ingredients for cakes, sponges, scones and muffins are weighed off, measured, calculated and assembled prior to baking in line with establishment procedures.
- 1.5 Ingredients for cakes, sponges, scones and muffins are mixed in line with recipes and establishment procedures.

Element 2: Bake cakes, sponges, scones, and muffins

Range

Monitoring baking includes but is not limited to baking time, temperature, change in condition of bakery products, correction of faults.

Quality requirements include but are not limited to appearance, aroma, texture, degree of cooking, consistency, taste consistent with requirements for specific types.

Performance Criteria

- 2.1 Mixed batter or dough for cakes, sponges, scones and muffins are poured into suitable and prepared containers and baked at required temperatures and for required times following recipe requirements and establishment procedures.
- 2.2 Cakes, sponges, scones and muffins are monitored during baking for quality requirements in line with recipe and establishment procedures.
- 2.3 Cakes, sponges, scones and muffins are removed from oven and placed on

wire rack to cool in line with safety, recipe and establishment procedure

Element 3: Present and store cakes, sponges, scones, and muffins

Range

Portioning of cakes, sponges, scones and muffins includes but is not limited to wedges, slices, shape cutting.

Storage requirements include but are not limited to freezing, refrigeration, dry and airtight, storage.

Performance Criteria

- 3.1 Decorations, icings and finishes for types of cakes, sponges, scones and muffins are prepared and applied in line with recipes and establishment procedures.
- 3.2 Portion amounts and yields for cakes, sponges, scones and muffins are identified in line with recipes and establishment procedures.
- 3.3 Cakes, sponges, scones and muffins are portioned and presented in line with recipe and establishment procedures.
- 3.4 Cakes, sponges, scones and muffins are served with correct selection of accompaniments and drinks according to guest requirements and establishment procedures.

3.5 Cakes, sponges, scones and muffins are stored in line with food safety requirements and establishment procedures.

Registration

Date first registered	2025
Anticipated review	2029
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)