



NATIONAL VOCATIONAL CERTIFICATE

IN

**HOSPITALITY AND TOURISM:
FOOD PREPARATION**

LEVEL 4



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

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Registration documents can be downloaded at the link:

<https://www.divt.org.sz/qualifications>

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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

THE QUALIFICATION

NATIONAL VOCATIONAL CERTIFICATE HOSPITALITY & TOURISM: FOOD PREPARATION LEVEL 4

Originator:	DIVT		
Qualification Type:	Certificate	Descriptor:	Hospitality and Tourism
Specialisation:	Food Preparation		
Level:	4	Minimum Credits:	120
Actual Credits	120		
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 Eswatini to address the lack of adequate human resources in tourism and hospitality. It recognises people who have the competencies required for performing Food Preparation 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.

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 Level 3 certificate demonstrated equivalent knowledge and skills in food preparation..

RPL - A portfolio of evidence of competence of equivalence to Food Preparation 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 use a wide range of Hospitality and Tourism practical and theoretical knowledge in Food Preparation.

Skills

To develop strategic approaches to tasks that arise in work or study by applying specialist knowledge and using expert sources of information in Food Preparation. Evaluate outcomes in terms of strategic approach used and apply known and predictable solutions to predictable situations in Food preparation.

LEARNING OUTCOMES AND ASSESSMENT CRITERIA

After completion of this qualification, Housekeeping Operator should be able to;

- Implement workplace health and safety and security procedures in a hospitality establishment
- Monitor, coach and administer staff in a hospitality establishment
- Train staff in job skills in a hospitality establishment
- Implement work operations in a hospitality establishment
- Maintain financial records and systems in a hospitality establishment
- Promote and sell tourism products in a hospitality establishment
- Co-Ordinate control of stock and supplies in a hospitality establishment
- Apply First Aid in a hospitality establishment
- Conduct basic workplace oral communication in an Asian, or European language other than English in a hospitality establishment
- Facilitate effective workplace relationships in a hospitality establishment
- Monitor a food quality and safety programme in a hospitality establishment
- Apply advanced food preparation techniques to cook specialised meat, poultry and game dishes
- Prepare and cook stocks, sauces and soups in a hospitality establishment
- Apply advanced food preparation techniques to prepare specialised fish and seafood dishes

- Prepare and cook desserts, pastries, cakes and yeast products
- Prepare pates, terrines and galatines in a hospitality establishment
- Plan, cost and control menu based catering

COMPONENTS OF THE QUALIFICATIONS

The qualification is made of the following unit standards

Unit No.	Unit Standard Title	Level	Credit
HTCore 401	Implement workplace health and safety and security procedures in a hospitality establishment	4	10
HTCore 402	Monitor, coach and administer staff in a hospitality establishment	4	10
HTCore 403	Train staff in job skills in a hospitality establishment	4	8
HTCore 404	Implement work operations in a hospitality establishment	4	8
HTCore 405	Maintain financial records and systems in a hospitality establishment	4	8
HTCore 406	Promote and sell tourism products in a hospitality establishment	4	5
HTCore 407	Co-Ordinate control of stock and supplies in a hospitality establishment	4	8
HTCore 408	Apply First Aid in a hospitality establishment	4	5
HTCore 409	Conduct basic workplace oral communication in an Asian, or European language other than English in a hospitality establishment	4	6
HTCore 410	Facilitate effective workplace relationships in a hospitality establishment	4	5
HTFP 401	Monitor a food quality and safety programme in a hospitality establishment	4	6
HTFP 402	Apply advanced food preparation techniques to cook specialised meat, poultry and game dishes	4	7

HTFP 403	Prepare and cook stocks, sauces and soups in a hospitality establishment	4	5
HTFP 404	Apply advanced food preparation techniques to prepare specialised fish and seafood dishes	4	5
HTFP 405	Prepare and cook desserts, pastries, cakes and yeast products	4	5
HTFP 406	Prepare Pates, terrines and gelatines in a hospitality establishment	4	5
HTFP 407	Plan, cost and control menu based catering	4	10
HTFP 408	Plan and prepare menus that address the dietary, nutritional and cultural requirements of guests in a hospitality establishment	4	5
Total number of credits			120

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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ARTICULATION AND LEARNING PATHWAYS

Vertical	NVC HT Level 5
Horizontal	NVC HT Level 4, 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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Mbabane

Eswatini

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UNIT STANDARDS

CORE 401 Implement workplace health, safety and security procedures in a hospitality establishment

Title		Implement workplace health, safety and security procedures in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	CORE 401	Credits	8

Purpose

Special Notes

1. Entry information
Prerequisite:
 - *Core 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 manufacturer's instructions.
4. *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.
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, 15 of 2004
- Occupational Health and Safety Regulations No.18, 1997
- Liquor Act 6 of 1998
- Public Health Amendment Act 45 of 1976
- The International Health Regulation Act 28 of 1974

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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Implement systems and procedures in a hospitality establishment

Range

Systems and procedures may include but are not limited to guest service procedures; bar or restaurant procedures; kitchen systems and procedures including food safety; housekeeping systems; office administration systems; reservations procedures; cleaning and maintenance procedures; quality assurance procedures; security procedures; stock control systems and procedures; occupational health and safety procedures.

Planning and development of systems and procedures include but are not limited to identifying the need for establishment systems and procedures; clarifying establishment requirements by monitoring the workplace and ongoing consultation with colleagues and guests; identifying problem areas and taking prompt action; developing or revising systems and procedures in consultation with colleagues; considering immediate operational needs and establishment goals and human and financial resource issues, when developing or revising systems and procedures.

Other stakeholders may include but are not limited to suppliers and service providers.

Performance Criteria

- 1.1 The need for systems and procedures that ensure the efficient, safe and effective operation of the establishment is identified in line with establishment procedures.
- 1.2 Information on the systems and procedures required by the establishment is gathered through monitoring the workplace, observing industry trends, noting legislative requirements and consulting with colleagues and customers on an ongoing basis in line with establishment procedures.
- 1.3 Problems with existing operational systems and procedures are identified and responded to in line with establishment procedures.
- 1.4 Immediate operational needs, establishment goals and human and financial resource issues are considered when planning and developing new or existing systems and procedures.
- 1.5 New or revised systems and procedures are introduced in a manner that causes minimum disruption to customers, colleagues and other stakeholders.

Element 2: Monitor and improve work operations

Range

Day-to-day work operations may relate to customer service; bar and restaurant operations; kitchens; office administration; reservation procedures; housekeeping systems; stock control; security; safe work practices; record keeping; financial procedures.

Quality assurance initiatives may be formal or informal.

Performance Criteria

- 2.1 Measures are implemented to ensure that day-to-day work operations support overall establishment goals and quality assurance initiatives.
- 2.2 Training and support on new or revised systems and operations are provided to colleagues in line with establishment procedures.
- 2.3 The efficiency and effectiveness of new or revised systems and procedures are monitored in line with establishment procedures.
- 2.4 Suggestions for improvements to systems and procedures are sought from colleagues, customers and other stakeholders in line with establishment procedures.

- 2.5 Adjustments are made to systems and procedures where necessary in line with establishment requirements.
- 2.7 Quality problems and issues are identified promptly and appropriate adjustments are made in line with establishment procedures.

Element 3: Plan and organise workflow

Performance Criteria

- 3.1 Current workload of colleagues is assessed accurately in line with position description and establishment procedures.
- 3.2 Work is scheduled in a manner that enhances efficiency and customer service quality.
- 3.3 Work is delegated to appropriate people in accordance with principles of delegation.
- 3.4 Workflow and progress are assessed against agreed objectives and timelines.
- 3.5 Colleagues are assisted in time management and prioritisation of workload, through supportive feedback and coaching.
- 3.6 Timely input is provided to appropriate management regarding staffing and resource needs in line with establishment procedures.

Element 4: Maintain workplace records

Range

Workplace records may include but are not limited to inventories, maintenance and breakages; customer and guest feedback, injury and accident reports of the workplace.

Performance Criteria

- 4.1 Workplace records are completed accurately and submitted within required timeframes in line with establishment procedures.
- 4.2 Completion of records is delegated to staff as appropriate in line with establishment procedures.
- 4.3 Workplace records completed under delegation are monitored for accuracy and timeliness of submission in line with establishment procedures.

Element 5: Solve problems and make decisions related to hospitality operations

Range

Problems may include but are not limited to difficult customer service situations; equipment breakdown; technical failure; failure to deliver promised service to customers; procedural inadequacies or failures; unrealistic or impractical product development or marketing resulting in operational difficulties; inadequate staffing; procedural problems; poor rostering; inadequate financial resources; delays and time difficulties.

Performance Criteria

- 5.1 Workplace problems are identified promptly and analysed from an operational and customer service perspective.
- 5.2 Short-term action is initiated to resolve the immediate problem where appropriate in line with establishment procedures.
- 5.3 Communication channels of the establishment are followed to report problems.
- 5.4 Problems are analysed for any long-term impact, and potential solutions are assessed and Actioned in consultation with relevant colleagues.
- 5.5 Team members are encouraged to identify problems and participate in identifying appropriate solutions.
- 5.6 Follow-up action is taken to monitor the effectiveness of problem solving and decision making in the workplace.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 402 Monitor, coach and administer staff

Title		Monitor, coach and administer staff in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	CORE 402	Credits	8

Purpose

This unit standard specifies the competency required to monitor, coach and administer staff and keep staff timetables within the framework of established performance management systems. It includes conducting structured performance appraisals and formal counselling sessions. This unit standard is intended for those who work as supervisors in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- *Core 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 manufacturer's

Instructions.

4. *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.

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, 15 of 2004
 - 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Monitor staff performance

Range

Expected standards of performance and performance problems may include but are not limited to productivity; punctuality; personal presentation; level of accuracy in work; adherence to procedures; guest service standards; team interaction; response times; waste minimization; cost minimisation.

Feedback on monitoring includes but is not limited to confirming and corrective feedback on an on-going basis; appropriate guidance and support to colleagues; recognising and rewarding achievements and outstanding performance; identifying the need for further coaching or training.

Performance management systems may include but are not limited to setting performance standards, developing operational plans, staff grievances, disciplinary procedures.

Recognition of achievement may include but is not limited to informal acknowledgment; acknowledgment of an individual's good performance to the whole team; presentation of awards; written report to management.

Solutions to performance problems may include but are not limited to additional training; assistance with problems outside of the workplace; adjustment of workload; re-organisation of work practices; agreement on short-term goals for improvement.

Issues to be considered in performance evaluations may include but are not limited to type of assessment (eg. self, peer, team, productivity indicators); methods of collecting performance data; methods of interpreting performance data; processes for performance appraisal interviews.

Required procedures for a formal counselling session may include but are not limited to formal notification to staff member and/or management; invitation of appropriate people; organisation of appropriate location for counselling session.

Performance Criteria

- 1.1 Ongoing staff performance is monitored in consultation with and knowledge of colleagues, against expected standards of performance using appropriate communication mechanisms.
- 1.2 Feedback on monitoring is provided to staff in line with establishment procedures.
- 1.3 Performance management systems are implemented in line with establishment procedures.
- 1.4 Individual performance evaluations are conducted openly and fairly in line with establishment procedures.
- 1.5 Performance management records are completed and filed in line with establishment policy requirements.
- 1.6 Agreement is reached with colleagues on courses of action and follow-up resulting from performance evaluation in line with establishment procedures.

Element 2: Coach staff in job skills

Range

Identification of coaching needs of colleagues may include but is not limited to request for coaching from colleague to be coached; own observation and workplace experience; direction from other colleagues and management.

Organising coaching may include but is not limited to specifying with colleagues a time and place for coaching.

Job coaching sessions may include but are not limited to on-the-job during work hours; before or after work; in a simulated location away from the actual workplace.

Job coaching may include but is not limited to explaining to the colleague the overall purpose of coaching and demonstrating the specific skills; checking the colleague's understanding; providing the opportunity to practise the skill and ask questions; providing feedback in a constructive and supportive manner.

Skills to be coached may include but are not limited to short, commonly-used tasks such as customer service skills; technical or practical skills such as operating equipment, making something or completing documentation; selling or promoting products and servicing.

Performance problems or difficulties may be due to but are not limited to shyness or lack of confidence; breakdown in communication; language or cultural barriers; insufficient opportunity to practice; inappropriate circumstances for coaching.

Performance Criteria

- 2.1 Need for coaching, including specific coaching needs of colleagues, is identified in line with establishment procedures.
- 2.2 Job coaching of colleagues is planned and organized in line with establishment procedures.
- 2.3 Coaching in job skills is delivered in line with establishment procedures.
- 2.4 Feedback is provided to colleagues on acquisition of job skills and advice on further skills development is provided in line with establishment procedures.
- 2.5 Colleagues acquisition of job skills is monitored and reported in line with establishment procedures.

- 2.6 Supportive assistance to colleagues participating in job skills coaching is provided as required in line with establishment procedures.
- 2.7 Performance problems or difficulties are identified with the coaching and rectified or referred to the appropriate person for follow-up.

Element 3: Keep staff timetables

Range

Timetables may be for an individual department, the entire establishment or a specific project.

Employment conditions of staff may include but are not limited to the number of hours worked in a given shift; overall number of hours allocated to different staff members; breaks between shifts; nature of duties allocated; use of permanent or casual staff.

Implementation of staff timetables to maximise operational efficiency and guest service levels while minimising costs may include but is not limited to combining duties where appropriate to ensure effective use of staff; utilising the available skills base appropriately to roster the most effective mix of staff and to meet different operational requirements; presenting timetables in required formats to ensure clarity of information; communicating timetables to appropriate colleagues within designated timelines.

Staff work time records include but are not limited to timetables, time sheets, clock cards, attendance registers, staff leave.

Performance Criteria

- 3.1 Staff timetables are developed and maintained in accordance with employment conditions of staff and establishment and legislative requirements.
- 3.2 Staff timetables are implemented to maximise operational efficiency and guest service levels while minimising costs in line with establishment requirements.
- 3.3 Staff work time records are maintained and updated in accordance with establishment procedures.

Element 4: Administer staffing in an operational area of a hospitality establishment

Range

Staff plans may include but are not limited to training (identification of training needs, conferencing, workshops); succession plan; leave (sick, annual, compassionate, maternity, study).

Assistance in recruiting staff may include but is not limited to drafting of position descriptions, shortlisting of candidates, participation in selection interviews, supervision of probationary periods.

Staff records may include but are not limited to personal files, employment history.

Performance Criteria

- 4.1 Staffing requirements for operational area are identified in line with establishment requirements.
- 4.2 Job descriptions of staff are interpreted and updated in line with legislative and establishment requirements (align).
- 4.3 Staffing plans are prepared and implemented for operational area in line with legislative and establishment requirements.
- 4.4 Assistance in recruiting staff for relevant operational area is provided to management in line with establishment requirements.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 403 Train staff in job skills

Title		Train staff in job skills in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	CORE 403	Credits	8

Purpose

This unit standard specifies the competency required to train staff in job skills in a hospitality establishment. It includes preparing and delivering training, providing opportunities for practice and reviewing training. This unit standard is intended for those who work as supervisors in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- *Core 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 manufacturer's instructions.

4. *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.

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, 15 of 2004
 - 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Prepare for training

Range

Identifying training needs may include but is not limited to industry, establishment or other performance competency standards; industry or workplace training practices; job descriptions; results of training needs analyses; business plans of the establishment which identify skill development requirements; standard operating and/or other workplace procedures.

Appropriate personnel may include but is not limited to team leaders, supervisors or technical experts; managers or employers; training and assessment coordinators; training participants; representative government regulatory bodies; union or employee representatives; consultative committees; assessors.

Performance Criteria

- 1.1 Specific needs for training are identified and confirmed through consultation with appropriate personnel in line with establishment procedures.
- 1.2 Training objectives are matched to identify competency development needs in line with establishment procedures.
- 1.3 Training approaches are planned and documented in line with establishment procedures.

Element 2: Deliver training

Range

Training sessions include one to one demonstration or small group demonstration (2 to 5 persons).

Resources may include but are not limited to time; location; personnel; materials and equipment; OHS and other workplace requirements; establishment or industry standard operating procedures; finances or costs.

Strategies and techniques may include but are not limited to active listening; targeted questioning; points of clarification; group discussions; demonstrations; visual aids; repetition; summarizing; role-play.

Performance Criteria

- 2.1 Training is conducted in a safe and accessible environment in line with establishment procedures.
- 2.2 Training delivery methods are selected appropriate to training participant(s) needs, trainer availability, location and resources in line with establishment procedures.
- 2.3 Strategies and techniques are employed which facilitate the learning process in line with establishment procedures.
- 2.4 Objectives of the training, sequence of activities and assessment processes are discussed with training participant(s) in line with establishment procedures.

- 2.5 A systematic approach is taken to training and the approach is revised and modified to meet specific needs of training participant(s) in line with establishment procedures.

Element 3: Provide opportunities for practice

Range

Characteristics of training participant may include but are not limited to information in relation to language, literacy and numeracy needs; cultural and educational background; gender; physical ability; level of confidence, nervousness or anxiety; age; previous experience with the topic; experience in training and assessment.

Components of competency include task skills; task management skills; contingency management skills; job or role environment skills; transfer and application of skills and knowledge of new contents.

Training delivery methods and opportunities for practice may include but are not limited to presentations; demonstrations; explanations; problem solving; mentoring; experiential learning; group work; on the job coaching; job rotation; a combination of the above.

Performance Criteria

- 3.1 Practice opportunities are provided to ensure that the participant achieves the components of competency in line with establishment procedures.
- 3.2 Various methods for encouraging learning are implemented to provide diverse approaches to meet the individual needs of participants in line with establishment procedures.

Element 4: Review training

Performance Criteria

- 4.1 Participants are encouraged to self evaluate performance and identify areas for improvement in line with establishment procedures.
- 4.2 Participants' readiness for assessment is monitored and assistance provided in the collection of evidence of satisfactory performance in line with establishment procedures.
- 4.3 Training is evaluated in the context of self-assessment, participant feedback, supervisor comments and measurements against objectives in line with establishment procedures.
- 4.4 Training details are recorded according to establishment and legislative requirements.
- 4.5 Results of evaluation are used to guide further training in line with establishment procedures.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 404 Implement work operations

Title		Implement work operations in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	CORE 404	Credits	8

Purpose

This unit standard specifies the competency required to implement work operations in a hospitality establishment. It includes implementing systems and procedures in a hospitality establishment, monitoring and improving work operations, planning and organising workflow, maintaining workplace records and solving problems and making decisions related to hospitality operations. This unit standard is intended for those who work in Hospitality Operations.

Special Notes

1. Entry information

Prerequisite:

- *Core 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 manufacturer's

instructions.

4. *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.
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, 15 of 2007
 - 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Implement systems and procedures in a hospitality establishment

Range

Systems and procedures may include but are not limited to guest service procedures; bar or restaurant procedures; kitchen systems and procedures including food safety; housekeeping systems; office administration systems; reservations procedures; cleaning and maintenance procedures; quality assurance procedures; security procedures; stock control systems and procedures; occupational health and safety procedures.

Planning and development of systems and procedures include but are not limited to identifying the need for establishment systems and procedures; clarifying establishment requirements by monitoring the workplace and ongoing consultation with colleagues and guests; identifying problem areas and taking prompt action; developing or revising systems and procedures in consultation with colleagues; considering immediate operational needs and establishment goals and human and financial resource issues, when developing or revising systems and procedures.

Other stakeholders may include but are not limited to suppliers and service providers.

Performance Criteria

- 1.1 The need for systems and procedures that ensure the efficient, safe and effective operation of the establishment is identified in line with establishment procedures.
- 1.2 Information on the systems and procedures required by the establishment is gathered through monitoring the workplace, observing industry trends, noting legislative requirements and consulting with colleagues and customers on an ongoing basis in line with establishment procedures.
- 1.3 Problems with existing operational systems and procedures are identified and responded to in line with establishment procedures.
- 1.4 Immediate operational needs, establishment goals and human and financial resource issues are considered when planning and developing new or existing systems and procedures.
- 1.5 New or revised systems and procedures are introduced in a manner that causes minimum disruption to customers, colleagues and other stakeholders.

Element 2: Monitor and improve work operations

Range

Day-to-day work operations may relate to customer service; bar and restaurant operations; kitchens; office administration; reservation procedures; housekeeping systems; stock control; security; safe work practices; record keeping; financial procedures.

Quality assurance initiatives may be formal or informal.

Performance Criteria

- 2.2 Measures are implemented to ensure that day-to-day work operations support overall establishment goals and quality assurance initiatives.
- 2.2 Training and support on new or revised systems and operations are provided to colleagues in line with establishment procedures.
- 2.3 The efficiency and effectiveness of new or revised systems and procedures are monitored in line with establishment procedures.
- 2.4 Suggestions for improvements to systems and procedures are sought from colleagues, customers and other stakeholders in line with establishment procedures.
- 2.5 Adjustments are made to systems and procedures where necessary in line with establishment requirements.
- 2.6 Quality problems and issues are identified promptly and appropriate adjustments are made in line with establishment procedures.

Element 3: Plan and organise workflow

Performance Criteria

- 3.1 Current workload of colleagues is assessed accurately in line with position description and establishment procedures.
- 3.2 Work is scheduled in a manner that enhances efficiency and customer service quality.
- 3.3 Work is delegated to appropriate people in accordance with principles of delegation.
- 3.4 Workflow and progress are assessed against agreed objectives and timelines.
- 3.5 Colleagues are assisted in time management and prioritisation of workload, through

supportive feedback and coaching.

- 3.6 Timely input is provided to appropriate management regarding staffing and resource needs in line with establishment procedures.

Element 4: Maintain workplace records

Range

Workplace records may include but are not limited to inventories, maintenance and breakages; customer and guest feedback, injury and accident reports of the workplace.

Performance Criteria

- 4.1 Workplace records are completed accurately and submitted within required timeframes in line with establishment procedures.
- 4.2 Completion of records is delegated to staff as appropriate in line with establishment procedures.
- 4.3 Workplace records completed under delegation are monitored for accuracy and timelines of submission in line with establishment procedures.

Element 5: Solve problems and make decisions related to hospitality operations

Range

Problems may include but are not limited to difficult customer service situations; equipment breakdown; technical failure; failure to deliver promised service to customers; procedural inadequacies or failures; unrealistic or impractical product development or marketing resulting in operational difficulties; inadequate staffing; procedural problems; poor rostering; inadequate financial resources; delays and time difficulties.

Performance Criteria

- 5.1 Workplace problems are identified promptly and analysed from an operational and customer service perspective.
- 5.2 Short-term action is initiated to resolve the immediate problem where appropriate in line with establishment procedures.
- 5.3 Communication channels of the establishment are followed to report problems.
- 5.4 Problems are analysed for any long-term impact, and potential solutions are assessed and actioned in consultation with relevant colleagues.
- 5.5 Team members are encouraged to identify problems and participate in identifying appropriate solutions.
- 5.6 Follow-up action is taken to monitor the effectiveness of problem solving and decision making in the workplace.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 406 Promote and sell tourism products

Title		Maintain financial records and systems in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	Core 405	Credits	8

Purpose

This unit standard specifies the competency required to maintain accurate financial records in a hospitality establishment. It includes interpreting financial information, monitoring budgets, improving budget performance, and preparing financial and statistical reports in a hospitality establishment. This unit standard is intended for those who work as supervisors in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite: Core 201 *Follow workplace health, safety and hygiene 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. Budgets may include cash budgets; departmental budgets; personnel budgets; wages budgets; personnel budgets; project budgets; purchasing budgets; sales budgets; cashflow budgets; budgets for a small business.

4. Regulations and legislation relevant to this unit standard include the following:

- Labour Act, 15 of 2007
- 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Interpret financial information

Range

Financial information must include source documents; journals; transaction reports; account summaries/balances; profit and loss statements; invoices; budget reports; expenditure reports (labour/non-labour).

Financial information may include balance sheets; trial balance; receivables reports; stocktaking sheets; purchase summary reports; stock reports; variance reports; wastage reports; sales reports; supporting reports (eg. covers, occupancy rates, staff costs, units sold); business activity statements; labour/wages reports; cashflow reports; bank statements; bank deposit documentation; merchant statements; transaction exemption reports; cheque books; credit card transaction statements; banking summaries; merchant summaries.

Performance Criteria

- 1.1 Financial information is accessed from source documents in line with legislative and establishment requirements.
- 1.2 Relevant business performance indicators and benchmarks are identified and used for decision-making purposes in line with legislative and establishment requirements.
- 1.3 Financial information and reports required to effectively monitor business performance are identified at a day-to-day operational management level.
- 1.4 Relevant financial information is accessed and reviewed at appropriate times in accordance with establishment policy and financial reporting periods.
- 1.5 Financial information is correctly interpreted.

- 1.6 Financial information is applied to management activities in line with legislative and establishment requirements.
- 1.7 Financial information is reviewed in terms of its impacts on day-to-day work operations and action taken accordingly.
- 1.8 Appropriate financial information is shared with colleagues in a timely manner in line with establishment procedures.

Element 2: Monitor financial activities against budget

Range

Variances include excess or shortage on budget.

Performance Criteria

- 2.1 Income and expenditure information is checked against budgets in line with establishment procedures.
- 2.2 Checks are performed to ensure that balances prepared by others are accurate, and variances against budgets are identified and reported in line with establishment policy.
- 2.3 Appropriate people are advised of budget status, including deviations from projected

income and expenditure targets, in line with establishment procedures.

- 2.4 Systems are monitored and feedback on possible improvements are provided in line with establishment procedures.

Element 3: Identify and evaluate options for improved budget performance

Range

Research to investigate new approaches may include discussions with existing suppliers; sourcing of new suppliers; review of operating procedures; potential timetable changes.

Performance Criteria

- 3.1 Income and expenditure information is assessed and areas for improvement in budget performance are identified in line with legislative and establishment requirements.
- 3.2 Measures designed to improve budget performance are researched, identified and communicated to management and other appropriate staff in line with establishment procedures.
- 3.3 Outcomes are discussed with relevant colleagues in line with establishment procedures.
- 3.4 The impact of measures designed to improve budget performance on service levels are evaluated in line with establishment procedures.
- 3.5 Recommendations for improving budget performance are developed and presented to management and other appropriate people in line with establishment procedures.

Element 4: Complete financial or statistical reports

Range

Financial and statistical reports may relate to daily, weekly, monthly transactions and reports; break-up by department; occupancy; sales performance; commission earnings; sales returns; yield management; commercial account activity.

Performance Criteria

- 4.1 All required financial and statistical reports are completed accurately, within designated timelines and in line with establishment procedures.
- 4.2 Clear and concise financial and statistical reports are produced to enable informed decision-making in line with establishment procedures.
- 4.3 Reports are forwarded promptly to the appropriate person/department in line with establishment procedures

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 406 Promote and sell tourism products

Title		Promote and sell tourism products in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	Core 406	Credits	8

Purpose

This unit standard specifies the competency required to promote and sell tourism products and maintain customer relations in a hospitality establishment. This includes planning, organising, undertaking and reviewing publicity and promotional activities; selling tourism products and services, building and maintaining relations with guests and agents. This unit standard is intended for those who work in Hospitality Operations in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- *Core 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. 'EFTPOS' is Electronic Funds Transfer at Point Of Sale.
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 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, 15 of 2004
 - 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Promote tourism products

- 1.1 Promotional activities are planned and scheduled in line with the marketing plan, public relations plan and establishment procedures.
- 1.2 Relevant market information is identified, analysed and incorporated into short term planning in line with establishment procedures.
- 1.3 Invitations to participate in activities based on current marketing focus and other relevant information are assessed.
- 1.4 Detailed action plans for promotional activities are developed and implemented at the appropriate time to address all operational details in line with establishment procedures.
- 1.5 Relationships are established and conducted with industry and media colleagues in a manner that enhances the positive image of the establishment.
- 1.6 Networks are used to assist in the implementation of promotional activities in line with establishment procedures.

1.7 Public relations resources, including media releases and industry and media support materials are developed in line with establishment procedures.

Element 2: Sell tourism products and services

Range

Product knowledge may include warranties; features and benefits; use by dates; handling or storage requirements; stock availability; safety features; price.

Customers may include but are not limited to people with routine or special needs; regular or new customers; people from a range of social, cultural or ethnic backgrounds and physical and mental abilities.

Obtaining information about customer requirements may include identifying customer by name where possible; questioning techniques to determine customer buying motives; listening to customer; observing, interpreting and clarifying non-verbal communication cues, directing customer directed to specific tourism products.

Selling techniques include matching customer needs to appropriate products and services; clear communication of knowledge of product features and benefits to customers; describing product use and safety requirements to customers; referring customers to appropriate product specialist as required; answering routine customer questions about tourism products and services in an accurate and honest manner or referring to more experienced senior sales staff.

Sales call strategies and tactics may include or be based on focus on specific products or offers; individual customer history; current sales figures for nominated periods; response to competitive activity.

Selling may be conducted face to face; over the telephone; by fax; over the Internet.

Performance Criteria

- 2.1 General knowledge of tourism markets and products is maintained using relevant sources of information.
- 2.2 Customer preferences, needs and expectations are identified using effective interpersonal communication in line with establishment procedures.
- 2.3 Accurate information about products and services is provided to customers in line with establishment procedures.

- 2.4 A variety of selling techniques are appropriately employed to encourage usage and purchase of products and services in line with establishment procedures.
- 2.5 Sales calls are made according to agreed call patterns in line with establishment procedures.
- 2.6 Customers are provided with accurate and timely information on possible 'extras' and 'add-ns' in line with establishment procedures.
- 2.7 Products and services are proactively promoted at appropriate opportunities in accordance with current establishment goals and promotional focus.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 407 Coordinate control of stock

Title		Coordinate control of stock and supplies in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	Core 407	Credits	5

Purpose

This unit standard specifies the competency required to coordinate the control of stock and supplies in a hospitality establishment. This includes maintaining stock levels and records, processing stock orders, taking action to minimise stock losses and organising and administering stocktakes. This unit standard is intended for those who work in Hospitality Operations in the hospitality and tourism industry.

Special Notes

1. Entry information
Prerequisite:
 - *Core 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 manufacturer's instructions.
4. *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.
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, 15 of 2007
 - 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Maintain levels and records of stock and supplies

Range

Stock control systems may be manual or computerised.

Stock and supplies may include but are not limited to food; beverages; room amenities; equipment such as maintenance and cleaning equipment, office equipment; linen; stationery; brochures and promotional materials; cleaning supplies and chemicals; vouchers and tickets; souvenir products.

Storage conditions of stock and supplies include but are not limited to air tight, cool, dry, dark, suitable temperature, free of vermin and infestations.

Performance Criteria

- 1.1 Stock levels are monitored and maintained to establishment requirements.
- 1.2 Stock security is monitored and systems adjusted as required in line with establishment procedures.
- 1.3 Stock re-order cycles are monitored and adjusted as required in line with establishment procedures.
- 1.4 Colleagues are informed of their individual responsibilities in regard to the reordering of stock in line with establishment procedures.
- 1.5 Stock storage conditions are identified and implemented in line with characteristics of product, manufacturer's requirements and establishment procedures.
- 1.6 Records of stock storage and movement are maintained in line with establishment procedures.

- 1.7 Stock performance is monitored and reported and fast/slow-selling items are identified and reported in line with establishment procedures.

Element 2: Process orders for stock and supplies

Performance Criteria

- 2.1 Orders for stock and supplies are processed accurately in line with establishment procedures.
- 2.2 Stock levels are maintained and recorded ensuring information is complete, correct and current in line with establishment procedures.
- 2.3 Incoming stock is checked against purchase and supply agreements and all necessary details are recorded in line with establishment procedures.

Element 3: Minimise stock losses

Range

Reasons for loss of stock may include but are not limited to lack of rotation leading to product deterioration; inappropriate storage conditions; access by pests or vermin; theft; overstocking; incorrect concentration of chemicals; overloading; overheating.

Performance Criteria

- 3.1 Stock losses are identified and recorded in line with establishment procedures.
- 3.2. Losses or overs are investigated, reported and corrective action taken in line with establishment procedures.
- 3.3 Avoidable losses are identified and reasons behind these losses are established.
- 3.4 Solutions to loss situations are identified and procedures for preventing future avoidable losses are implemented in line with establishment procedures.

Element 4: Monitor orders of stock and supplies

Range

Monitoring includes but is not limited to tot measures, flow metres, weighing scales, dispensers and balancing scales.

Performance Criteria

- 4.1 Stock delivery process is monitored to ensure correct quality and quantity of stock delivered within agreed timeframes in line with establishment procedures.
- 4.2 Liaison is maintained with colleagues and suppliers to ensure continuity of supply of stock in line with establishment procedures.
- 4.3 Routine supply problems are followed up and/or problems are referred to the appropriate person in line with establishment policy.
- 4.4 Stock is distributed to agreed allocations in line with establishment procedures.

Element 5: Organise and administer stocktakes

Performance Criteria

- 5.1 Stocktakes are organised at appropriate intervals in line with establishment policy and procedures.
- 5.2 Stocktaking responsibilities to staff are allocated in line with establishment procedures.
- 5.3 Accurate stocktake reports are produced within designated timelines in line with establishment procedures.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 408 Apply First Aid in a hospitality establishment

Title		Apply First Aid in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	CORE 408	Credits	3

Purpose

This unit standard specifies the competency required to apply first aid, in line with the guidelines specified by the Ministry of Health and Social Services. It includes assessing and securing an emergency situation, providing appropriate first aid treatment, recording and reporting on the casualty's condition and treatment and completing required documentation. This unit standard is intended for those who work in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- *Core 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. Casualty's injuries and symptoms include but are not limited to abdominal injuries, allergic reactions, bleeding, burns, heart attacks, stroke, fainting, hyperthermia, hypothermia including heatstroke, sunburn, heat exhaustion and dehydration, crush injuries, chest injuries, dislocations, epilepsy, diabetes, asthma, eye injuries, fractures, head injuries, neck and spinal injuries, pelvic injuries, insect stings and snake bites, poisoning and toxic substances, choking, poisoning,

respiratory emergency, shock, nausea and vomiting, bleeding, smoke inhalation, wounds, pain, sprains, strains, substance abuse including drugs, unconsciousness, no breathing, no pulse.

4. Standard first aid procedures include checking the site for danger to self, casualty and others, minimising dangers and checking and maintaining the casualty's airway, breathing and circulation.
5. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, 15 of 2007
 - 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Assess and secure an emergency situation

Range

Medical emergencies may include abdominal injuries, allergic reactions, bleeding, burns, heart attacks, stroke, fainting, hyperthermia, hypothermia including heatstroke, sunburn, heat exhaustion and dehydration, crush injuries, chest injuries, dislocations, epilepsy, diabetes, asthma, eye injuries, fractures, head injuries, neck and spinal injuries, pelvic injuries, insect stings and snake bites, poisoning and toxic substances, choking, poisoning, respiratory emergency, shock, nausea and vomiting, bleeding, smoke inhalation, wounds, pain, sprains, strains, substance abuse including drugs, unconsciousness, no breathing, no pulse.

Communication links to medical services may include but are not limited to telephone, mobile phone, satellite phone, high frequency (HF) or very high frequency (VHF) radio, two-way radio, flags, flares, hand signals, electronic equipment.

Physical hazards may include but are not limited to workplace hazards, environmental hazards, proximity of other people, wild animals, hazards associated with the casualty treatment processes.

Risks may include worksite equipment, machinery and substances, environmental risks, bodily fluids, risk of further injury to the casualty, risks associated with the proximity of other workers, guests and bystanders.

Contents of the medical first aid kit as prescribed by the Ministry of Health and Social Services as per Regulation 231 of the Occupational Health and Safety regulations, include: an approved wound cleaner, swabs for cleaning wounds, cotton wool for padding, sterile gauze, metal tweezers, scissors, safety pins, triangular bandages (disposable and cotton), roller bandages, elastic adhesive, non-allergic adhesive strip, adhesive dressings strips, first aid dressings, pad with shield or tape for eye, disposable latex gloves, Cardiopulmonary Resuscitation (CPR) mouthpiece, sterile burn shield, straight splints, eye bath, paper and pen, accident report register.

First aid items for specific use for the outdoors include: diarrhoea tablets, throat lozenges, rehydration sachets, space / rescue blanket, aspidochelone (for snakebite).

Performance Criteria

- 1.1 Emergency situations are quickly and correctly recognised.
- 1.2 Physical hazards and immediate risk to self and health and safety of the casualty are minimised by controlling the hazard in line with standard first aid procedures.
- 1.3 The nature of the medical emergency is assessed and a decision promptly made regarding action required, including contacting emergency services if needed.
- 1.4 The estimated time for the emergency services to arrive is established and conveyed to casualty and his/her entourage.
- 1.5 Communication links to emergency services are established to ensure prompt control action is undertaken.
- 1.6 Casualty's vital signs and physical condition are identified in accordance with standard first aid procedures.
- 1.7 The contents of the medical first aid kit, including for specific use outdoors, are identified in relation to the emergency situation.

Element 2: Provide appropriate first aid treatment

Range

Assistance from others may include but is not limited to emergency services, colleagues, guests, bystanders.

Performance Criteria

- 2.1 Casualty is reassured in a caring and calm manner and made comfortable using available resources.
- 2.2 Assistance from others is organised where appropriate.
- 2.3 Hygiene is maintained in using supplies from the first aid kit and in all contact with sick or injured persons.
- 2.4 First aid is provided in accordance with established first aid procedures.
- 2.5 Shelter from elements is established in accordance with environmental conditions, if required.
- 2.6 Casualty's condition is monitored and responded to in accordance with established first aid procedures.
- 2.7 Decision is made about whether to transport the casualty to medical assistance or wait, depending on professional medical advice, severity of injury, casualty's condition, environmental conditions, time required for medical assistance to arrive and movement that might hinder rescue procedures.

Element 3: Record and report on casualty's condition and treatment and hand over to emergency services

Performance Criteria

- 3.1 Details of casualty's physical condition, changes in conditions, first aid treatment and response to treatment are accurately recorded in line with standard first aid and organisational procedures.

- 3.2 Details of casualty's physical condition, change in conditions, first aid treatment and response to treatment are accurately conveyed to emergency services or relieving personnel.
- 3.3 Casualty management is finalised according to casualty's needs and first aid principles.
- 3.4 Assistance in the evacuation of the casualty by emergency services is provided as required.

Element 4: Complete required documentation

Performance Criteria

- 4.1 Details of the emergency situation are documented according to company procedures.
- 4.2 Reports provided are clear, accurate and timely, presenting all relevant facts according to established company procedures.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 409 Conduct basic communication

Title		Conduct basic workplace oral communication in an Asian or European language other than English in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	CORE 409	Credits	3

Purpose

This unit standard specifies the competency required to understand and use an Asian or European language other than English for very simple, commonly used expressions of a basic and predictable nature in tourism and hospitality workplaces. It covers activities such as welcoming and fare-welling guests, providing routine face to face routine customer service and performing routine workplace activities. This unit standard is intended for those who work as supervisors in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

- *Core 201 Follow occupational, health, hygiene, and safety procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.
2. The languages relevant to this unit of competency are Asian languages (Chinese and Japanese) and European languages (German, French, Italian, Portuguese, Spanish) other than English that are commonly used by visitors to Swaziland.
 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 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, 15 of 2007
 - 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Use basic Asian or European language skills to communicate with guests

Range

Commonly used courtesy expressions (formulaic language) may include but are not limited to:

Good Day; How are you?; Goodbye; Can I help you?; This way please; Have you had lunch?; Did you have a good trip?; Can I clean your room now?; Do you need another towel?; Sorry, I don't understand. Do you speak English; Do you have a reservation?

Performance Criteria

- 1.1 The specific language needed in order to conduct basic communications with guests is identified using appropriate interpersonal communication and establishment procedures.
- 1.2 Social and cultural conventions of the specific language speaker are recognised and observed to support effective communication.
- 1.3 Introductions to guests and colleagues are made in line with establishment procedures.
- 1.4 Basic clarifications are sought from guest about guest identity and spelling of guest's name in line with establishment procedures.
- 1.5 Appropriate, very simple, commonly-used courtesy expressions are used to communicate with guests, in line with establishment procedures.
- 1.6 Efforts are made to communicate through use of gestures or basic vocabulary in the other person's language where language barriers exist.
- 1.7 Assistance from appropriate resources and/or others with suitable language skills is sought to improve communication with guests in line with establishment procedures.

Element 2: Use basic Asian or European language skills to respond to guest requests and perform simple transactions

Range

Simple transactions may include purchase of souvenir products; payment of a restaurant bill; payment for a tourism service (e.g. day tour, accommodation, ticket); references to timetable signage and basic rules e.g. No smoking; selection of food and beverage from a menu; advising check in and check out procedures and times; advising opening and closing times.

Facilities and locations may include in-house facilities; local attractions; places of interest; shopping centres; tour desk; pick up and drop off point for tours; transport terminals, taxi and other transport services.

Simple information related to the workplace may include location of specific place or facilities direction; opening hours; procedures (e.g. check-in, tour pick-up); currency (money); prices; room and floor numbers; safety rules.

Visual techniques may include marking of a map; drawing attention to pamphlets and timetables; locating specific costs and items on menus; signs, gesturing and appropriate body language.

Basic resources to assist communication may include language mats; phrase books; dictionary; pamphlets written in the specific language; menus written in the specific language; signs written in the specific language; international signage e.g. *No Smoking*.

Performance Criteria

- 2.1 Key words and short phrases in the relevant language as well as gestures and other forms of non-verbal communication are used to respond to guest requests, perform simple transactions and provide information on products and services in line with establishment procedures.
- 2.2 Visual aids and resources are used to enhance oral communication with guests in line with establishment procedures.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

CORE 410 Facilitate workplace relationships

Title		Facilitate effective workplace relationships in a hospitality establishment			
Domain		HOSPITALITY OPERATIONS			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	CORE 410	Credits	8

Purpose

This unit standard specifies the competency required to facilitate effective workplace relationships in a hospitality establishment. It includes communicating establishment and legislative requirements to staff, assisting in resolving workplace conflict, managing and monitoring workplace relationships and updating establishment and legislative requirements in relation to workplace relationships. This unit standard is intended for those who work in supervisory roles in the hospitality and tourism industry.

Special Notes

1. Entry information
Prerequisite:
 - Core 201 *Follow workplace health, safety and hygiene 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 manufacturer's instructions.
4. *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.
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, 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Communicate establishment and legislative workplace requirements to staff

Performance Criteria

- 1.1 Information on the establishment's workplace expectations and Eswatini workplace relations legislation is accessed from appropriate sources in line with establishment procedures.
- 1.2 Communication modes which suit the context and staff at all levels are used to provide information on the establishment's workplace expectations and relevant Eswatini workplace relations legislation.
- 1.3 Communication modes are selected that take into account social and cultural diversity in the workplace and which comply with relevant legislative and establishment requirements.
- 1.4 Actions are taken to ensure that communication on workplace expectations and Eswatini workplace relations legislation is understood by work group members in line with establishment and legislative requirements.

Element 2: Implement establishment and legislative workplace requirements

Performance Criteria

- 2.1 Information on legislative and establishment workplace requirements is provided to work group members via a suitable communication medium.
- 2.2 Appropriate measures are taken to ensure that legislative and establishment workplace requirements are implemented in a timely and consistent manner.

Element 3: Assist in resolving workplace conflict

Performance Criteria

- 3.1 Sources of conflict within or associated with the activities of the work group are identified in accordance with establishment requirements.
- 3.2 Appropriate and timely action is taken to resolve conflicts when identified in line with legislative and establishment requirements.
- 3.3 Conflict is managed constructively in line with legislative and establishment requirements.
- 3.4 Difficult situations are negotiated to achieve results that are acceptable to the parties involved and that meet legislative and establishment requirements.

Element 4: Manage and monitor workplace relationships

Range

Building a positive industrial relations climate includes but is not limited to providing employees with accurate and impartial information on industrial matters likely to affect them; promptly identifying workplace changes or issues which may cause industrial unrest and taking appropriate action; promptly identifying potential causes of industrial unrest in external environments and taking appropriate action; implementing mechanisms for consulting with staff and facilitating two-way

communication; ensuring induction and training initiatives are used effectively to develop a competent workforce; establishing consultative structures for the identification and resolution of grievances.

Relevant parties to be included in consultation processes must include but are not limited to staff; unions; employer groups; boards of management; government.

Appropriate action in relation to potential industrial disputes may include initiation of consultation processes; further research on issues presented; making reports and recommendations to colleagues; accessing specialist assistance.

Conditions of employment may relate to but are not limited to salary or wages; penalty rates; holidays and leave entitlements; superannuation; hours of work; grievance procedures.

Formal industrial relations procedures may include but are not limited to grievance procedures; dispute resolutions procedures; mediation; conciliation; arbitration.

Implementation of formal industrial procedures includes but is not limited to relevant parties; agreed procedures to resolve employee relations; monitoring of agreed processes and making appropriate adjustments in consultation with relevant parties; identifying the need for and accessing specialist assistance in industrial relations matters as required.

Performance Criteria

- 4.1 Feedback from individuals or work groups is used to identify and implement improvements in workplace consultative arrangements in line with legislative and establishment requirements.
- 4.2 Workplace relations are proactively managed to ensure the maintenance of a cooperative and productive work environment.
- 4.3 A positive industrial relations climate is fostered in line with the establishment's workplace expectations and Eswatini workplace relations legislation.
- 4.4 Relevant parties are included in workplace consultative arrangements in line with the establishment's workplace expectations and Eswatini workplace relations legislation.
- 4.5 Conditions of employment are implemented that comply with relevant legislation and industrial awards or agreements.

- 4.6 Appropriate action is taken in relation to potential industrial disputes in line with Eswatini workplace relations legislation.
- 4.7 Formal industrial procedures are implemented, as required, in line with the establishment's workplace expectations and Eswatini workplace relations legislation.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFP401 Monitor a food quality and food safety programme in a hospitality establishment

Title		Monitor a food quality and food safety programme in a hospitality establishment			
Domain		FOOD PREPARATION			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	HTFP401	Credits	10

Purpose

This unit standard specifies the competency required to develop and implement a food quality and food safety program, based on HACCP (Hazard Analysis and Critical Control Points) principles. This unit standard is intended for those who work as managers and/or supervisors in food preparation and service in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisites:

- *Core 201 Follow workplace health, safety and hygiene 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 manufacturer's instructions.
 4. Glossary of terms:
 - '*Hazard and Critical Control Points (HACCP)*' is a food safety program commonly used in the food and hospitality industry to ensure that food production methods are

safe, hygienic and comply with food regulations and legislation. The system identifies particular high-risk points which must be covered by clear policies, procedures and quality checks. It is a requirement in Namibia that all establishments where food is produced or served, have in place a food safety plan, which is usually based on HACCP but may also be based on another system.

- ‘*Food safety plan*’ or program identifies where and how each hazard can be controlled, describes how these controls are to be monitored, the corrective action required if control conditions are not met and information to be recorded. This unit is based around the HACCP system but may also be customised to other systems.
 - ‘*Critical control points*’ are those where there is high risk of contamination or food spoilage, and include purchasing, delivery and storage; preparation and cooking; cooling & storage; holding or display; re-heating; service.
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, 15 of 2004
 - Local Authorities Amendment Act, 14 of 2004
 - Tobacco Act (Draft 2008)
 - Liquor Act 6 of 1998
 - 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Supervise compliance with food safety procedures

Range

Hazards may be chemical, microbiological and physical, and may include but are not limited to bacteria, moulds and yeast; broken glass or metal, foreign objects; food additives; chemicals and natural poisons; insects and vermin.

Food safety hazards or any particular issues or risk situations may include but are not limited to foods highly susceptible to microbiological contamination; working in temperatures that promote rapid growth of micro-organisms; displays of food; buffets; processes where food is required to be touched by hand; requirements for reheating or defrosting.

Operational policies and procedures must support the workplace food safety plan or program, and must reflect the tasks and responsibilities of the particular job, including food production procedures; food handling procedures; record keeping; dealing with problems; pest control; cleaning and sanitation; equipment cleaning and maintenance; maintenance of personal hygiene; appropriate clothing and footwear; hand-washing regimes; cleaning and sanitising practices.

Monitoring of staff adherence to food safety policies and procedures may include but is not limited to internal or external audits on commodities and products, plant, equipment, policies, procedures, practices.

Documentation may include but is not limited to reports, audit summaries, temperature charts.

Performance Criteria

- 1.1 The biological hazards associated with food handling, production, storage and service which apply to specific job role and workplace conditions are correctly identified in line with establishment procedures.
- 1.2 The physical hazards associated with food handling, production, storage and service which apply to specific job role and workplace conditions are correctly identified in line with establishment procedures.
- 1.3 The chemical hazards associated with food handling, production, storage and service which apply to specific job role and workplace conditions are correctly identified in line with establishment procedures.

- 1.4 Staff adherence to food safety policies and procedures is monitored in relation to critical control points and hazards.
- 1.5 Measures are implemented to ensure staff correctly and consistently follow all food safety policies and procedures in accordance with establishment and legislative requirements.
- 1.6 Staff completion and updating of documentation as required relating to food safety policies and procedures is monitored in line with establishment requirements.

Element 2: Establish and maintain quality control

Range

Quality procedures may be manual or computer-based.

Quality data may be collected over different time-frames, according to establishment requirements and practice.

Quality control procedures may include but are not limited to the quality of raw materials; cooking processes; portion control; presentation; consistency of food production.

Monitoring of quality control procedures may include but is not limited to formal audits against establishment quality standards and requirements; feedback from colleagues and customers; reviews of costs and revenues.

Appropriate personnel may include general manager, franchisee, owner, operator, government agency.

Performance Criteria

- 2.1 Quality control procedures are identified and documented in line with quality system and establishment requirements.
- 2.2 Quality control procedures are applied in line with quality system and establishment requirements.

- 2.3 Quality control procedures are monitored in line with quality system and establishment requirements.
- 2.4 Problems related to quality control are responded to, resolved and / or reported to appropriate personnel in line with quality system and establishment requirements.

Registration data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFP402 Apply advanced food preparation techniques to cook specialised meat, poultry and game dishes

Title		Apply advanced food preparation techniques to cook specialised meat, poultry and game dishes			
Domain		FOOD PREPARATION			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	HTFP402	Credits	8

Purpose

This unit standard specifies the competency required to apply advanced food preparation techniques to cook specialised meat, poultry and game dishes. This includes preparing, cooking, presenting and storing meat, poultry and game. This unit standard is intended for those who work as senior chefs (chefs de partie) in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisites:

- *Core 201 Follow workplace health, safety and hygiene 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 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, 15 of 2004
 - Public Health Amendment Act 45 of 1976
 - 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Prepare and cook specialised meat dishes

Range

Meat may be fresh, frozen or preserved and may include primary, secondary and portioned cuts, offal and 'fancy meats'.

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).

Meat and meat dishes must include but are not limited to Beef Wellington; roast beef, pork and lamb; whole roasted leg of lamb; rolled prime rib.

Knives and equipment may include but are not limited to butcher and boning knives; saws; meat cleaver; meat bat; meat hooks; larding needles; knife sharpening equipment; mincing machines; bowl; choppers; slicing machine; food processors; meat thermometer; weighing scales.

Preparation techniques must include but are not limited to boning, chopping, skinning, jointing, cutting, trimming, mincing; weighing, portioning; larding, tenderising, rolling, seasoning, marinating, portioning, trussing; stuffing, tying and skewering.

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

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

Performance Criteria

- 1.1 Primary, secondary and portioned cuts of pork, lamb, beef and veal are selected as required for menu items in line with establishment procedures.
- 1.2 Offal and fancy meats are selected as required for menu items in line with establishment procedures.
- 1.3 Leftovers are applied and used to minimise waste and maintain and optimise quality in line with establishment procedures.
- 1.4 Low cost cuts and meat products are selected when and where appropriate in line with establishment procedures.
- 1.5 The best supplier for quality, price and service is selected according to establishment requirements
- 1.6 Fresh meat is stored correctly and according to legislative and establishment requirements.
- 1.7 Fresh meat is aged correctly, where required, to maximise and maintain quality in line with establishment procedures.
- 1.8 Frozen meats are thawed correctly in line with establishment procedures.
- 1.9 Wastage is minimised through appropriate purchase and storage techniques in line with establishment procedures.
- 1.10 Suitable knives and equipment are selected and used for meat preparation and cooking in line with establishment procedures.

- 1.11 Meat cuts and offal are prepared and portioned according to menu requirements in line with establishment procedures.
- 1.12 Suitable marinades are prepared and used where appropriate for a variety of meat cuts in line with establishment procedures.
- 1.13 Appropriate cooking methods are selected and used for meat cuts in line with establishment procedures.
- 1.14 Primary, secondary and portioned meat cuts are cooked and presented to standard recipe specifications in line with establishment procedures.
- 1.15 Offal dishes are cooked and presented according to standard recipes in line with establishment procedures.
- 1.16 Meat cuts are portioned and served according to menu requirements in line with establishment procedures.
- 1.17 Meats are carved using the appropriate tools and techniques taking into consideration meat structure, bone structure and minimal waste.

Element 2: Prepare and cook specialised game dishes

Range

Game include venison (kudu, gemsbok, springbok, eland); crocodile.

Game dishes may be classical or contemporary, from a variety of ethnic and cultural origins and include a variety of culinary methods.

Cookery methods for game must include but are not limited to roasting and pot-roasting; sautéing and braising; deep-frying; poaching and stewing; grilling.

Performance Criteria

- 2.1 Game is selected and purchased according to quantity, quality and establishment requirements.
- 2.2 Game is handled efficiently and hygienically to minimise risk of food spoilage or cross-contamination in line with establishment procedures.
- 2.3 Frozen game is thawed correctly and safely in line with establishment procedures.
- 2.4 Game is stored ensuring storage conditions and optimal temperature for game are maintained in line with establishment procedures.
- 2.5 Game is prepared, using appropriate preparation techniques including carving, slicing or leaving whole according to standard recipes and establishment procedures.
- 2.6 Game dishes are cooked according to standard and establishment recipes.
- 2.7 Game is presented using appropriate sauces, garnishes and accompaniments in line with establishment requirements.

Element 3: Prepare and cook specialised poultry dishes

Range

Poultry include chicken, turkey, duck, goose; pheasant, pigeon, guinea fowl, ostrich.

Poultry dishes may be classical or contemporary, from a variety of ethnic and cultural origins and include a variety of culinary methods including but not limited to whole stuffed chicken, whole roasted duck, turkey and goose.

Cookery methods for poultry must include but are not limited to roasting and pot-roasting; sautéing and braising; deep-frying; poaching and stewing; grilling.

Poultry preparation techniques must include de-boning; stuffing; filleting; rolling and trussing; larding; marinating.

Performance Criteria

- 3.1 Poultry is selected and purchased according to quantity, quality and establishment requirements.
- 3.2 Poultry is handled efficiently and hygienically to minimise risk of food spoilage or cross-contamination in line with establishment procedures.
- 3.3 Frozen poultry is thawed correctly and safely in line with establishment procedures.
- 3.4 Poultry is stored ensuring storage conditions and optimal temperature for poultry are maintained in line with establishment procedures.
- 3.5 Poultry is prepared, using appropriate preparation techniques including carving, slicing or leaving whole according to standard recipes and establishment procedures.
- 3.6 Poultry dishes are cooked according to standard and establishment recipes.
- 3.7 Poultry is presented using appropriate sauces, garnishes and accompaniments in line with establishment requirements.

Registration data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFP403 Prepare and cook stocks, sauces, and soups in a hospitality establishment

Title		Prepare and cook stocks sauces and soups in a hospitality establishment			
Domain		FOOD PREPARATION			
Subfield		Hospitality and Tourism			
SZNQF Level	3	Unit ID	HTFP403	Credits	5

Purpose

This unit standard specifies the competency required to prepare and cook stocks, glazes, sauces and soups in a commercial kitchen or catering operation. This unit standard is intended for those who work as senior chefs (chefs de partie) in the hospitality and tourism industry.

Special Notes

1. Entry information
2. Prerequisites:
 - *Core 201 Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills
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. Stocks and sauces can be classical or contemporary and be from varying ethnic and cultural origins, but must include a selection from reduced sauces; thickened sauces; hot, warm and cold emulsion, including Demi-glace; Béchamel; Chicken and fish Velouté; Hollandaise and Béarnaise; Mayonnaise; Jus and Coulis.
5. Soups may be classical or contemporary, may be served hot or cold, and may be from varying ethnic and cultural origins, but must include a selection from each of clear; broth; puree; cream; bisque.
6. Thickening agents may include but are not limited to white, blond and brown roux; beurre mani; corn flour; arrowroot and potato flour; bread; modified starch; liaison; sabayon.

7. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
8. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
9. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
10. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, 15 of 2004
 - Public Health Amendment Act 45 of 1976
 - 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Prepare stocks for menus

Range

Ingredients and flavouring agents may include but are not limited to meat (beef bones, game meat bones, veal bones, chicken, poultry carcasses, fish bones); vegetables (onion, carrots, leek, celery, tomato); spices (bay leaf, garlic, juniper berries, black and white pepper, cloves, pimento, salt); fresh herbs (parsley, thyme, rosemary, basil, mint).

Stocks may include but are not limited to beef bouillon, game stock, vegetable stock, white veal stock, brown veal stock, chicken stock, fish stock.

Performance Criteria

- 1.1 Ingredients and flavouring agents are used according to standard recipes and establishment
- 1.2 Stocks are produced to establishment requirements.

Element 2: Prepare sauces and glazes required for menu items

Range

Hot sauces and glazes may include but are not limited to brown (Demi glaze, Veal jus, Game demi glaze); white (veal, chicken and fish Velouté, Béchamel); tomato sauce (Coulis), butter sauces (Hollandaise, Béarnaise).

Cold sauces may include but are not limited to oil sauces (Mayonnaise, Vinaigrette); special sauces (Horseradish sauce, Sweet and sour, Cumberland, Mint sauce, Cranberry sauce).

Appropriate derivations may include but are not limited to brown (Garlic sauce, Orange sauce, Cream sauce, Madeira sauce, Truffle sauce); white (Veal cream Velouté: White mustard sauce, Tarragon sauce and Horse radish; Chicken cream sauce; White wine sauce: Shrimp or Lobster sauce, Mushroom sauce, Fresh herb sauces; Cream sauce: Mornay/cheese sauce); Tomato (Portuguese or Provençal sauce); butter sauce derivatives (Hollandaise: Muslin sauce, Béarnaise: Choron); oil (salad dressings, Remoulade, Tartar sauce, Cocktail sauce).

Performance Criteria

- 2.1 Hot and cold sauces and glazes are produced from classical and contemporary recipes.
- 2.2 Appropriate derivations from basic sauces are used in line with establishment requirements.

- 2.3 Thickening agents and convenience products are used in line with establishment requirements.
- 2.4 Sauces and glazes are evaluated for flavour, colour and consistency and any problems are rectified in line with establishment requirements.

Element 3: Prepare soups required for menu items

Range

Soups may include but are not limited to clear (Beef bouillon, Consommés of game, Fish and Poultry), thickened (Chicken, Vegetable, Asparagus and Broccoli cream soups), puree (Potato, Pea and Carrot Vegetable soups, thickened Vegetable soup), national soup (traditional Minestrone, [Italy], traditional fish soup: Bouillabaisse [France], clear Oxtail soup [England], Gazpacho [Spain]), cold (jellied Consommés, Avocado, Tomato).

Ingredients for soups include but are not limited to different types of stocks, vegetables, meat (carcasses, bones and fats), seasoning, thickening agents, garnishes.

Garnishes may include but are not limited to cream, croutons, chopped herbs, pancake, vegetable julienne, tomato Concassé.

Clarifying agents may include but are not limited to egg white, minced meat.

Convenience products may include but are not limited to stocks; boosters; bouillons; flavour enhancers, packet soups.

Performance Criteria

- 3.1 Ingredients required for soups, including stocks, are selected and assembled in line with establishment requirements.
- 3.2 Garnishes are prepared in line with establishment requirements.
- 3.3 Soups are prepared to establishment standards.

- 3.4 Clarifying, thickening agents and convenience products are used where appropriate in line with establishment requirements.
- 3.5 Soups are evaluated for flavour, colour, consistency and temperature and any problems rectified in line with establishment requirements.
- 3.6 Soups are presented at the right temperature and in clean service ware without drips and spills, using suitable garnishes and accompaniments in line with establishment requirements.

Element 4: Store and reconstitute stocks, sauces and soups

Performance Criteria

- 4.1 Stocks, sauces and soups are stored in line with legislative and establishment procedures.
- 4.2 Stocks, sauces and soups are reconstituted in line with establishment procedures.

Registration data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFP404 Apply advanced food preparation techniques to prepare specialised fish and seafood dishes

Title		Apply advanced food preparation techniques to prepare specialised fish and sea food dishes			
Domain		FOOD PREPARATION			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	HTFP404	Credits	6

Purpose

This unit standard specifies the competency required to apply advanced food preparation techniques to prepare and cook specialised fish and seafood dishes. It includes selecting, preparing, presenting and storing fish and seafood in a commercial kitchen or catering operation. This unit standard is intended for those who work as senior chefs (chefs de partie) in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisites:

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

2. A variety of specialised fish and seafood dishes must be prepared and cooked, or served raw as appropriate.
3. Fish may be fresh, frozen or preserved, from ocean or freshwater, and may include flat fish, round fish, fillets, whitefish and oily fish.

4. Seafood may include shellfish, mollusks, crustaceans, octopus and squid.
5. 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.
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. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
8. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
9. 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, 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Select and store fish and seafood

Range

Menu items to be produced from fish and seafood may include but are not limited to classical and contemporary dishes of varying cultural and ethnic origins.

Dishes may include but are not limited to raw or cooked fish, seafood or fish and seafood by-products, including but not limited to raw (sushi, sashimi, marinated raw fish, gravled salmon), cooked (hot smoked salmon, whole grilled, whole grilled in a salt crust, pan-fried fish fillets, battered fillets, poached, fresh river trout, sole Meunière style, Smoked angelfish); seafood (crayfish plain and crayfish Thermidor, raw and baked oysters, crayfish and seafood cocktail, crabsticks, mussels, grilled shrimps, grilled prawns, prawns in garlic butter, seafood soup and crayfish bisque).

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

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

Fish cuts include but are not limited to whole fish, fillet, goujon, steaks, délice, fillet, suprême and 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.

Performance Criteria

- 1.1 Fish and seafood are selected according to quality, seasonal availability, price and the requirements for specific menu items.

- 1.2 The best supplier for quality, price and service is selected according to establishment requirements.
- 1.3 Low cost cuts and fish products are selected when and where appropriate.
- 1.4 Frozen fish and seafood are thawed correctly to ensure maximum quality, hygiene and nutrition.
- 1.5 Yields are estimated accurately for various types of seafood in line with establishment procedures.
- 1.6 Where applicable, date stamps and codes are checked to ensure quality control in line with relevant food safety and establishment requirements.
- 1.7 Wastage is minimised through appropriate purchase and storage techniques.
- 1.8 Live seafood, where used, is maintained and killed in a humane manner and in line with relevant legislative and establishment requirements.
- 1.9 Fish and seafood are handled and stored hygienically and correctly in line with relevant food safety and establishment requirements.

Element 2: Prepare and cook specialised fish and shellfish dishes

Range

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 fish and seafood include but are not limited to poaching, grilling, deep frying, shallow frying, boiling, steaming.

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

Performance Criteria

- 2.1 Suitable knives and equipment are selected and used for fish preparation and cooking.
- 2.2 Fish is cleaned, gutted and filleted correctly and efficiently according to establishment standards.
- 2.3 Shellfish and other types of seafood are cleaned and prepared correctly in accordance with establishment standards.
- 2.4 Yields are estimated accurately for various types of fish and seafood.
- 2.5 Suitable marinades are prepared and used where appropriate for a variety of fish dishes.
- 2.6 Fish and seafood are cooked to recipe specifications and establishment standards using a variety of cooking methods and taking into consideration variety of fish and shellfish; cut and size or portion; whole fish or fillets; texture and types of flesh; bone in or boneless portions.
- 2.7 Fish and shellfish by-products are used appropriately for a variety of dishes and menu items in line with establishment procedures.
- 2.8 Leftovers are applied and used to minimise waste and maintain and optimise quality in line with establishment procedures.

Element 3: Present specialised fish and shellfish dishes

Range

Presentation of fish and seafood for service includes but is not limited to palatability, visual appearance, harmony of ingredients, comparative size between dish and garnish, quality and taste.

Finishes include but are not limited to basic garnishing, accompaniments, sauces and 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 Fish and seafood dishes are presented for service in line with establishment procedures.
- 3.2 Suitable sauces and dips are prepared according to standard recipes and as required to accompany menu items.
- 3.3 Plate presentations are selected and garnishing techniques used according to recipes and establishment standards.
- 3.4 Service is carried out according to establishment methods and standards.

Registration data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFP405 Prepare and cook desserts pastries cakes and yeast products

Title		Prepare and cook desserts, pastries, cakes and yeast products.			
Domain		FOOD PREPARATION			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	HTFP405	Credits	5

Purpose

This unit standard specifies the competency required to prepare and cook desserts and produce pastries, cakes and yeast-based foods in a hospitality establishment. This unit standard is intended for those who work as senior chefs (chefs de partie) in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisites:

- *Core 201 Follow workplace health, safety and hygiene 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 manufacturer's instructions.
 4. Equipment for making desserts may include but is not limited to blenders; ice-cream machines; ice makers; juicers and vitamisers, fridge, freezer, oven, cream dispenser, mixers; blenders; bowl cutters; scales and measures; mixing and baking utensils. (hand utensils, whisk, piping bags, plastic dispensing bottles for decorating, palette knives, spatula, sugar thermometer, wooden spoon, baking tray, moulds, dough cutter, cream gun).

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. Candidates must prepare and cook two samples of each of the following products: desserts, pastries, cakes and yeast-based foods.
8. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, 15 of 2004
 - 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Prepare hot and cold desserts

Range

Hot desserts may include but are not limited to puddings, pies, tarts, flans, fritters, prepared fruit, soufflé, sabayon; crepes, sweet omelette; waffles.

Cold desserts may include but are not limited to custards, Bavarian creams, mousses, charlotte, meringue, fresh fruit salad, cold puddings (semolina, rice pudding), poached pear, fruit tarts and tartlets, frozen desserts (sorbet, ice cream, ice bombe, parfait).

Sauces may include but are not limited to glazes (sugar syrups, fondant, chocolate/apricot glaze); fruit sauces/coulis (berries or poached fruit); fruit purees, cream sauces (anglaise/vanilla sauce, chocolate sauce); wine sauces (sabayon and zabaglione (marsala/port/ sweet sherry/wine sauces); custards and crèmes; flavoured butters and creams.

Thickening agents for desserts may include but are not limited to roux; flour; corn flour; arrowroot; potato starch; modified starch; breadcrumbs; eggs and egg yolks; gelatin; cream.

Accompaniments, garnishes and decorations may include but are not limited to icing sugar, vermicelli, caramel or chocolate ornaments, cocoa powder, mint leaves, glazed cherries, fresh berries, whipped cream, chocolate sauce, biscuit crumbs, caramelized nuts, nuts, sugar or yogurt coated nuts.

Performance Criteria

- 1.1 Ingredients are selected, measured and weighed according to recipe requirements.
- 1.2 Appropriate equipment and utensils are selected and used in line with dessert preparation requirements.
- 1.3 Standard or establishment recipes are used to produce a variety of hot, cold and frozen desserts in line with establishment requirements.
- 1.4 Desserts are produced using a range of appropriate ingredients in line with establishment requirements.
- 1.5 Desserts are decorated to enhance presentation according to establishment standards.
- 1.6 Desserts are portioned and presented in line with establishment standards.
- 1.7 Hot and cold sauces are prepared to a desired consistency and flavour, using suitable thickening agents where appropriate, according to recipe requirements.
- 1.8 Sauces are stored to retain desired quality and characteristics in line with establishment requirements.
- 1.9 Accompaniments, garnishes and decorations are used to enhance taste, texture and balance and ensuring that flavours and textures of garnishes complement desserts in line with establishment requirements.
- 1.10 Desserts are stored at the appropriate temperature and under the correct conditions to maintain quality, freshness and guest appeal in line with establishment requirements.
- 1.11 Packaging is selected and used to preserve taste, appearance and eating characteristics in line with recipe and establishment requirements.

Element 2: Prepare and cook pastries, cakes and yeast based foods

Range

Pastry or pastry products must include at least one from each of: short and sweet paste e.g. flans, tarts, pies; choux paste e.g. profiteroles, éclairs; pie dough, sweet pastry dough (shortbread, sandy cookie dough, sugar dough for tartlets), batters (pancake batter, deep-fried batter), puff pastry e.g. Millefeuille; filo or apple strudel.

Yeast-based doughs to be produced must include but are not limited to basic bread dough; Savarin dough; Croissant or Danish dough; Yeast bun dough.

Yeast-based products may include but are not limited to Danish pastries; sweet buns, hot cross buns; croissants; scones; brioches; savarins, rum Babas.

Cakes may include but are not limited to sponge cakes; Génoise sponge; Fruit cake; Madeira; Swiss roll; Meringues; Petit fours.

Performance Criteria

- 2.1 Suitable equipment and utensils are selected and used safely and efficiently in line with recipe and establishment requirements.
- 2.2 Pastries and pastry products are prepared according to establishment standard; including short, puff and choux based pastries and products.
- 2.3 Basic pastes are prepared according to standard recipes/industry standards, using appropriate techniques, methods and equipment.
- 2.4 Cakes and yeast-based products are prepared according to standard recipes and establishment practice.
- 2.5 Yeast doughs are prepared to standard recipes and establishment requirements.
- 2.6 Pastry and pastry products, cakes and yeast goods are decorated to enhance appearance; using suitable fillings, icings and decorations, to standard recipes and/or establishment standards.
- 2.7 Pastry, cakes and yeast goods are portioned, including applying portion control to minimize wastage.
- 2.8 Pastry, cakes and yeast products are stored correctly to minimize spoilage and wastage.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFP406 Prepare pates terrines and galantines

Title	Prepare pâtés ,terrines and galantines in a hospitality establishment				
Domain	FOOD PREPARATION				
Subfield	Hospitality and Tourism				
SZNQF Level	3	Unit ID	HTFP406	Credits	5

Purpose

This unit standard specifies the competency required to prepare pâtés, terrines and galantines in a hospitality establishment. This unit standard is intended for those who work as senior chefs (chefs de partie) in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisites:

- *Core 201 Follow workplace health, safety and hygiene 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 manufacturer's instructions.
 4. Glossary of terms:
 - *Pâtés* refer to any edible food that has been ground or pureed to a paste and set and/or baked in a container or mould. They can be made from a range of ingredients including meats, poultry, game, seafood, fruits and vegetables. The filling can be wrapped in dough and baked in the oven.
 - *Terrines* are generally of coarser consistency than pates and are baked in a pot (a terrine) after which they are named. Filling can be cooked in a mould, water bath, oven or poached in a steamer.
 - *Pâtés en croûte* are pates or terrines that have been baked in a pastry casing.
 - *Galantine* is deboned fish, meat or poultry; filled with a force meat, rolled in a skin and poached in stock.
 5. For assessment purposes, three pates and three terrines must be made following classical or modern recipes.
 6. Two new recipes each for a pate, terrine and galantine must be produced for assessment purposes.
 7. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
 8. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
 9. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, 15 of 2004
 - Public Health Amendment Act 45 of 1976
 - 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Prepare pâté, terrines and galantines

Range

Appropriate ingredients for making pâté, pâté en croûte, terrines and galantines may include but are not limited to dairy foods; vegetables; offal, livers; poultry; game; veal, ham and pork; fish and shellfish; Namibian indigenous game, fruits and fruit products.

Appropriate ingredients for lining moulds may include but are not limited to pork fat; pork caul (thin, fatty membrane that lines the abdominal cavity, usually taken from pigs or sheep); vegetables; pastry; skins.

Equipment for making pâté, terrines and galantines may include but is not limited to fridge, freezer, oven, food processors; food mills and blenders; mincing machines, piping bags, moulds, terrines, utensils (bowl cutters, iron pots, baking tray).

Binding agents and processes may include but are not limited to egg, mince, animal protein, cream, soya, flour, breadcrumbs.

Performance Criteria

- 1.1 Pâté, terrines and galantines are prepared according to recipes.
- 1.2 Appropriate ingredients are selected for the preparation of pâté, terrines and galantines in line with recipe and establishment requirements.
- 1.3 Moulds for pâté, terrines and galantines are prepared and lined, using suitable ingredients in line with recipe and establishment requirements.
- 1.4 Binding agents and processes required in the preparation of basic forcemeat are prepared and used in line with recipe and establishment requirements.

- 1.5 Pastries suitable for pâté en croûte are prepared and handled correctly to ensure high quality and attractive presentation in line with recipe and establishment requirements.
- 1.6 Specialised machinery for making pâté, terrines and galantines are used correctly and safely according to manufacturer's instructions as well as recipe and establishment requirements.

Element 2: Present pâté, terrines and galantines

Range

Presentation of pâté, terrines and galantines includes but is not limited to appetizers, entrées or buffets.

Performance Criteria

- 2.1 Pâté, terrines and gelatines are decorated in line with recipe and establishment requirements.
- 2.2 Pâté, terrines and gelatines are presented attractively for service in line with recipe and establishment requirements.

Element 3: Develop new recipes

Performance Criteria

- 3.1 New or customized recipes for pâté, terrines and galantines are developed using a range of suitable products taking into account taste, texture and presentation.
- 3.2 New or customized recipes for pâté, terrines and galantines are tested for taste, yield and guest acceptance in line with establishment requirements.

Registration Data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)

HTFP407 Plan cost and control menu based catering

Title		Plan cost and control menu based catering			
Domain		FOOD PREPARATION			
Subfield		Hospitality and Tourism			
SZNQF Level	4	Unit ID	HTFP407	Credits	10

Purpose

This unit standard specifies the competency required for planning, preparing and controlling menu-based catering. This unit standard is intended for those who work as supervisors and managers in food service and preparation operations in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisites:

- *Core 201 Follow workplace health, safety and hygiene 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 manufacturer's instructions.
 4. Menus may be classical, modern or ethnic.
 5. Types of menus may include but are not limited to table d'hote; a la carte; set menu; function; buffet; cyclical.
 6. Catering control procedures are the processes and procedures implemented at the operational level that result in the control of costs, energy usage, materials and time.
 7. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.

8. *'Specifications'* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
9. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act 15 of 2004
 - 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, 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 by the Eswatini Higher Education Council.

Elements and Performance Criteria

Element 1: Plan menu-based catering

Performance Criteria

- 1.1 Establishment and/or guest requirements for menus are identified in line with establishment procedures.
- 1.2 Menus are prepared as required by the establishment, type of cuisine or particular situation, ensuring balance in the variety of cooking methods, colours, tastes and food textures, nutritional value, seasonal availability, results of sales analysis and guest feedback.
- 1.3 Menus are written using language that is appropriate for the style of menu and guests and include item descriptions that are informative, accurate and promote the relevant menu items.

Element 2: Cost menu-based catering

Range

Cost restraints may include but are not limited to establishment policy on menu pricing and gross margins, budget, labour requirements.

Performance Criteria

- 2.1 Cost constraints on menus are identified in line with establishment procedures.
- 2.2 Menus are costed taking into account cost constraints in line with establishment procedures.

Element 3: Control menu-based catering

Range

Catering control systems may be manual or computerised, and may include but are not limited to the use of production planning sheets; sales analysis forms; daily kitchen reports; wastage sheets.

Performance Criteria

- 3.1 Catering control systems are selected and used according to establishment requirements.
- 3.2 Production schedules are planned giving consideration to menu constraints, available equipment, expertise of labour and available time.
- 3.3 Labour costs are controlled, giving consideration to rosters, scheduling and rates.
- 3.4 Product utilisation and quality are optimised through the application of portion control and effective yield testing.
- 3.5 Stock control measures are applied in line with the establishment's receiving and storing procedures.
- 3.6 Procedures to maintain security in food production and storage areas are applied to minimise risks of theft, damage and loss in line with establishment procedures.

Element 4: Minimise wastage and recycle food products

Range

Procedures for reducing wastage must include but are not limited to portion control; ordering to specifications; stock rotation; using appropriate equipment; appropriate storage; using standard recipe cards.

Re-usable products may include but are not limited to meat and fish off-cuts; bones and trimmings; vegetable peelings and off-cuts.

Recyclable products may include but are not limited to glass bottles and jars; plastics; paper and cardboard; tin or aluminum containers; vegetable matter.

Performance Criteria

- 4.1 Appropriate procedures for reducing wastage during ordering, storage and processing of food are identified in line with establishment procedures.
- 4.2 Appropriate security measures to reduce loss are identified in line with establishment procedures.
- 4.3 Portion control is implemented in line with establishment procedures.
- 4.4 Calibrated equipment is used to ensure correct portion control in line with establishment procedures.
- 4.5 Recipes are followed accurately to avoid wastage in line with establishment procedures.
- 4.6 Suitable quantities of stock are ordered to avoid over or under-ordering in line with establishment procedures.
- 4.7 Stock is accurately rotated and documented in line with establishment procedures.
- 4.8 Food is correctly and securely stored to minimise wastage and loss in line with establishment procedures.
- 4.9 Re-usable by-products of food preparation and cooking are utilised effectively where appropriate in line with establishment procedures.
- 4.10 Re-recyclable products are disposed of in an environmentally appropriate way in line with the relevant food safety plan and establishment requirements.
- 4.11 Non-recyclable products are disposed of according to safety, environmental, legislative and environmental requirements.

Registration data

Date first registered	2022
Anticipated review	2027
Standard setting body (SSB)	Directorate of Industrial and Vocational Training (DIVT)
Body responsible for review	Directorate of Industrial and Vocational Training (DIVT)