Technical and Vocational Education and Training Authority



National Competency Standard for Pastry and Bakery

Standard Code: TOUS04V2/20

Qualification Name: National Certificate III in Pastry and Bakery
Qualification Code: TOUS04Q01L3V2/20

PREFACE

Technical and Vocational Education and Training (TVET) Authority was established with the vision to develop a TVET system in the Maldives that is demand driven, accessible, beneficiary financed and quality assured, to meet the needs of society for stability and economic growth, the needs of Enterprise for a skilled and reliable workforce, the need of young people for decent jobs and the needs of workers for continuous mastery of new technology.

TVET system in the Maldives flourished with the Employment Skills Training Project (ESTP) funded by ADB with the objective of increasing the number of Maldivians, actively participating in the labor force, employed and self-employed. The Project supported expansion of demand driven employment-oriented skills training in priority occupations and to improve the capacity to develop and deliver Competency Based Skill Training (CBST). The project supported delivery of CBST programs to satisfy employer demand-driven needs.

Recognizing the importance of developing the youth sector to enable Maldives to transition from an upper-middle-income country to high-income country, the World Bank Country Partnership Framework (CPF) proposes to finance the Maldives Enhancing Employability and Resilience of Youth (MEERY) project. As part of the MEERY project is financing for skills development and entrepreneurship in priority sectors such as tourism, ICT and construction sector MEERY continues to provide support to TVET Authority to develop National Occupational Standard, instructional materials, assessment resource book and trainees log book for the National Occupational Standard for "Pastry and Bakery". As part of the MEERY Project, TVET Authority has only undertaken to review standard which were developed in the ESTP Project to increase the economic opportunities for youth's trainees and promote equitable economic & social development in the country.

The National Competency Standards (NCS) provide the base for this training. Currently CBST is offered for six key sectors in the Maldives: Tourism, Fisheries and Agriculture, Transport, Construction, Social and the Information and Technology sectors. These sectors are included as priority sectors that play a vital role in the continued economic growth of the country.

The NCS are developed in consultation with Employment Sector Councils representing employers. They are designed using a consensus format endorsed by the Maldives Qualifications Authority (MQA) to maintain uniformity of approach and the consistency of content amongst occupations. This single format also simplifies benchmarking the NCS against relevant regional and international standards. NCS specify the standards of performance of a competent worker and the various contexts in which the work may take place. NCS also describes the knowledge, skills and attitudes required in a particular occupation. They provide explicit advice to assessors and employers regarding the knowledge, skills and attitudes to be demonstrated by the candidates seeking formal recognition for the competency acquired following training or through work experience. By sharing this information, all participants in the training process have the same understanding of the training required and the standard to be reached for certification. Certification also becomes portable and can be recognized by other employers and in other countries with similar standards.

NCS are the foundation for the implementation of the TVET system in Maldives. They ensure that all skills, regardless of where or how they were developed can be assessed and recognized. They also form the foundation for certifying skills in the Maldives National Qualification Framework (MNQF).

NCS are developed by the Technical and Vocational and Education Training Authority of Ministry of Higher Education. The NCS are endorsed by the Employment Sector Councils of the respective sectors and validated by the Maldives Qualification Authority.

Mohamed Hashim
Minister of State for Higher Education
TVET Authority

Ahmed Nisham
Director, Standard Development & Statistics
TVET Authority

TECHNICAL PANEL MEMBERS			
#	**Name**	Designation	Organization
1	Maha Naseer	Secretary General	Chef's Guild of Maldives
2	Mohamed Abdulla	Pastry Sous Chef	Chefs Guild of Maldives/ Dusit Thani Maldives
3	Fathimath Umar	Lecturer	Faculty of Hospitality and Tourism Studies, Maldives National University
4	Zakariyya Easa	Director of Training and Development	Crown and Champa Resorts
5	Ibrahim Zahir	-	Freelancer

VERSION	DEVELOPER	DATE	STANDARD CODE
V1	TVET Authority	2007	TOU02S07V1
V2	Maldives Institute of Technology	29th September 2020	TOUS04V2/20

EMPLOYMENT SECTOR COUNCILS			
#	**Name**	Designation	Organization
01	Mariyam Noordeen	President	Chef's Guilds of Maldives
02	Dr. Sham'aa Abdullah Hameed	Education and Projects Manager	Parley Maldives
03	Fathmath Shifa	Assistant Director	Ministry of Tourism
04	Ali Adam	General Manager HR	Universal Enterprise / Maldives Association of Tourism Industry
05	Zoona Naseem	Co-founder	Moodhu Bulhaa Diving Centre
06	Aishath Neesha Mohamed Shahid	Deputy Managing Director	Maldives Marketing and Public Relations Corporation
07	Zubana Ibrahim	Assistant Director	Ministry of Economic Development
08	Mamdhoon Rasheed	Director	Ministry of Youth, Sports and Community Empowerment
09	Abdulla Su'ood	President	Maldives Association of Travel Agents and Tour Operators
10	Mohamed Wafir	Gold Member	Guesthouse Association of Maldives
11	Ali Hafeez	Lecturer	Faculty of Hospitality and Tourism Studies, Maldives National University

National Occupational Standard has been endorsed by:	
Mariyam Noordeen Chairperson Tourism Employment Sector Council	Dr. Sham'aa Abdullah Hameed Vice-Chairperson Tourism Employment Sector Council
Technical and Vocational Education and Training Authority Ministry of Higher Education Handhuvaree Hingun, M. World Dream Male', Maldives	
Date of Endorsement: 2007	Date of Revision: 29th September 2020

To begin with, Pastry and Bakery occupations were profiled through study of the occupation across Maldivian workplaces. Referred occupational profiling process led to the development of the Draft Occupational Standard.

Draft occupational standard is then used to undertake functional analysis of the Pastry and Bakery occupation and the referred functional process was undertaken with participation of industry experts. For strengthening the development of the National Occupational Standard, a panel with technical experts was formed. The members provide technical support which needs to be included in the developed standard.

Once the standard is finalized among the panel, after the recommendation this is later been submitted to the Tourism Employment Sector Council. A brief report on how National Occupational Standard for Pastry and Bakery was developed is presented to the council. Council members than ensures that the industry need has been catered in the standard and once the standard full fills the recommendation the standard has been endorsed by the council.

After endorsing the standard from the Tourism Employment Sector Council, the final document is submitted to Maldives Qualification Authority (MQA) for approval. After the approval of MQA the National Occupational Standard for Pastry and Bakery is published, which would be than used by training providers.

Description of "Pastry and Bakery Occupation"

Personnel with knowledge and skills related to the area of pastry and bakery play an important role in expanding the food products served and they may work for resort restaurants, specialty bakeries or high-volume enterprises that produce breads, cakes, desserts and other culinary delights Demand for personnel with pastry and bakery knowledge and expertise retail bakers continues to grow in the Maldives.

Through the pastry and bakery programs, knowledge and skills set of youth on this very special sector of food productions will be enhanced by widening their career prospects by combining bread, pastry and cake-making in this practical course. They will produce and process dough and learn how to diagnose and respond to product faults. Study how to prepare fillings, batter, and cake decorations as well as how to modify and create new recipes.

Job opportunities upon completion of "National Certificate III in Pastry and Bakery"

Upon successful completion of the National Certificate III in Pastry and Bakery, students can work in the following jobs.

1. *Pastry and Bakery Assistant*
2. *Assistant Pastry Chef*
3. *Baker*
4. *Pastry Cook*

KEY FOR CODING

Coding Competency Standards and Related Materials

DESCRIPTION	REPRESENTED BY
Industry Sector as per ESC (Three letters)	Construction Sector (CON) Fisheries and Agriculture (FNA) Information, Communication and Technology (ICT) Transport Sector (TRN) Tourism Sector (TOU) Social Sector (SOC) Foundation (FOU)
Competency Standard	S
Occupation with in an industry sector	Two digits 01-99
Unit	U
Common Competency	CR
Core Competency	CM
Optional / Elective Competency	OP
Assessment Resources Materials	A
Learning Resources Materials	L
Curricular	C
Qualification	Q1, Q2 etc.
MNQF level of qualification	L1, L2, L3, L4 etc.
Version Number	V1, V2 etc.
Year of Last Review of standard, qualification	By "/" followed by two digits responding to the year of last review, example /20 for the year 2020

1. Endorsement Application for Qualification 01	
2. NATIONAL CERTIFICATE III IN PASTRY AND BAKERY	
3. Qualification code: TOUS04Q01L3V2/20	**Total Number of Credits: 64**

4. Purpose of the qualification

This qualification describes performance outcomes, skills and knowledge required to competently prepare kitchen staff with specific focus on the development of knowledge and skills related to pastry and bakery products. By the end of the program, students will be competent to undertake work tasks related to performing pastry and bakery operations.

5. Regulations for the qualification	National Certificate III in Pastry and Bakery will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17+18+19+20

6. Schedule of Units

Unit No	Unit Title	Code
Common Competencies		
01	Develop tourism industry knowledge	TOUCM01V2/20
02	Apply work ethics and professionalism	TOUCM02V1/20
03	Follow health, safety and security procedures	TOUCM03V2/20
04	Practice effective workplace communication	TOUCM04V2/20
05	Provide effective customer care	TOUCM05V2/20
06	Perform basic computer operations	TOUCM06V2/20
07	Provide first aid	TOUCM07V2/20
08	Respond to fire	TOUCM08V1/20
Core Competencies		
09	Apply knowledge of nutrition to food preparation	TOUS04CR09V2/20
10	Weigh and scale commodities for pastry and bakery products	TOUS04CR10V2/20
11	Prepare, tray up and handle baking of breads and pastry products	TOUS04CR11V2/20
12	Prepare creams, sauces, glazes and fillings	TOUS04CR12V2/20
13	Prepare and present short paste items	TOUS04CR13V2/20
14	Prepare and present choux paste items	TOUS04CR14V2/20
15	Prepare and present breads and yeast leavened items	TOUS04CR15V2/20
16	Prepare and present croissants, Danish and puff pastry items	TOUS04CR16V2/20
17	Prepare and present gateaux, tortes, cakes and sponge products	TOUS04CR17V2/20
18	Prepare and present (fruit based) desserts, pancakes and sweet omelets	TOUS04CR18V2/20
19	Prepare and present baked and steamed puddings	TOUS04CR19V2/20
20	Clean kitchen premises and equipment	TOUS04CR20V2/20

7.Accreditation requirements	The training provider should place trainees in relevant industry or sector to provide the trainees the hands-on experience exposure related to this qualification.
8. Recommended sequencing of units	As appearing under the section 06

Units Details

#	Unit Title	Code	Level	No of Credits
01	Develop tourism industry knowledge	TOUCM01V2/20	III	03
02	Apply work ethics and professionalism	TOUCM02V1/20	III	03
03	Follow health, safety and security procedures	TOUCM03V2/20	III	03
04	Practice effective workplace communication	TOUCM04V2/20	III	04
05	Provide effective customer care	TOUCM05V2/20	III	05
06	Perform basic computer operations	TOUCM06V2/20	III	03
07	Provide first aid	TOUCM07V2/20	III	05
08	Respond to fire	TOUCM08V1/20	III	03
09	Apply knowledge of nutrition to food preparation	TOUS04CR09V2/20	III	03
10	Weigh and scale commodities for pastry and bakery products	TOUS04CR10V2/20	III	03
11	Prepare, tray up and handle baking of breads and pastry products	TOUS04CR11V2/20	III	02
12	Prepare creams, sauces, glazes and fillings	TOUS04CR12V2/20	III	03
13	Prepare and present short paste items	TOUS04CR13V2/20	III	03
14	Prepare and present choux paste items	TOUS04CR14V2/20	III	03
15	Prepare and present breads and yeast leavened items	TOUS04CR15V2/20	III	03
16	Prepare and present croissants, Danish and puff pastry items	TOUS04CR16V2/20	III	03
17	Prepare and present gateaux, tortes, cakes and sponge products	TOUS04CR17V2/20	III	03
18	Prepare and present (fruit based) desserts, pancakes and sweet omelets	TOUS04CR18V2/20	III	03
19	Prepare and present baked and steamed puddings	TOUS04CR19V2/20	III	03
20	Clean kitchen premises and equipment	TOUS04CR20V2/20	III	03

Packaging of National Qualifications:

National Certificate III in Pastry and Bakery will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17+18+19+20

Qualification Code: TOUS04Q01L3V2/20

Competency Standard for Pastry and Bakery

UNIT TITLE	Develop tourism industry knowledge				
DESCRIPTOR	This unit of competency deals with the knowledge and skills required to access tourism industry information relevant to the local context and promote products and services to fulfil the needs of customers.				
CODE	TOUCM01V2/20	LEVEL	III	CREDIT	03

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Seek information on the industry	1.1 Sources of information on the industry are correctly identified and accessed 1.2 Information to assist effective work performance is obtained in line with job requirements 1.3 Specific information on sector of work is accessed and updated 1.4 Industry information is correctly applied to day-to-day work activities.
2. Update industry knowledge	2.1 Informal and/or formal research is used to update general knowledge of the industry 2.2 Updated knowledge is shared with customers and colleagues as appropriate and incorporated into day-to-day working activities
3. Develop and update local knowledge	3.1 Local knowledge is developed to assist queries on local/national tourism industry 3.2 Local knowledge is updated using informal and/or formal research 3.3 Contact with local communities is maintained
4. Promote products and services to customers	4.1 Promotional initiatives are described that may be used to promote products and services 4.2 Selling skills are applied according to customer needs

RANGE STATEMENT

a) Information sources:

- ✓ media
- ✓ reference books
- ✓ libraries
- ✓ industry associations
- ✓ industry journals
- ✓ internet
- ✓ personal observation and experience
- ✓ online news media (local and global)

b) Information to assist effective work performance:

- ✓ different sectors of the industry and the services available in each sector
- ✓ relationship between tourism and hospitality
- ✓ relationship between the industry and other industries
- ✓ industry working conditions
- ✓ health and safety
- ✓ hygiene
- ✓ duty of care
- ✓ career opportunities within the industry
- ✓ work ethic required to work in the industry and industry expectations of staff
- ✓ quality assurance

c) Informal and formal research:

- ✓ Discussions with colleagues, management and customers
- ✓ Reading internal enterprise material about products and services
- ✓ Familiarity with customer comments including complaints
- ✓ Reading and researching product data and information
- ✓ Conducting internal testing to determine quality and differentials
- ✓ General media research
- ✓ Developing and analyzing responses to questionnaires
- ✓ Reading surveys and ratings

d) Promotional initiatives:

- ✓ Media campaigns
- ✓ Internal promotions, including static displays, demonstrations, tastings, videos, competitions, packages, events

Tools, equipment and materials required may include:

Nil

ASSESSMENT GUIDE

Form of assessment

- Interview/questions
- Practical demonstration
- Portfolio of industry information related to trainee's work

Assessment context

Assessment may be done in a classroom or interview scenario.

Critical aspects

Assessment requires evidence that the candidate;

- Knew key sources of information on the industry
- Updated industry knowledge
- Accessed and used industry information
- Developed and updated local knowledge
- Promoted products and services.

Assessment condition

- Theoretical assessment of this unit must be carried out in an examination room where proper examination rules are followed.
- Assessment of neat work practices must be constantly evaluated.

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
✓ Overview of the tourism industry, its products and services. ✓ Identify and evaluate quality of tourism related products and services ✓ Role of functions of individual staff members of tourism related organizations ✓ Identify and evaluate sources for reliable industry information	✓ Skills related to identifying various tourism related products and services. ✓ Identify sources of information related to various tourism related products. ✓ Convey proper information related to tourism products with accuracy

UNIT TITLE	Apply work ethics and professionalism				
DESCRIPTOR	This module covers the knowledge, skills and attitudes required in demonstrating proper work values and professionalism and dealing with ethical issues. It also includes maintaining the integrity of conduct while working as a patisserie.				
CODE	TOUCM02V1/20	**LEVEL**	III	**CREDIT**	03

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Define the purpose of work	1.1 One's unique sense of purpose for working and the why's of work are identified, reflected on and clearly defined for one's development as a person and as a member of society. 1.2 Personal mission is in harmony with company's values.
2. Apply work values/ethics	2.1 Work values/ethics/concepts are identified and classified in accordance with companies' ethical standard guidelines. 2.2 Work policies are undertaken in accordance with company's policies, guidelines on work ethical standard. 2.3 Resources are used in accordance with company's policies and guidelines. 2.4 Punctuality, absence from work, sick, family and annual leave is maintained alignment to the Employment Act of the Maldives
3. Deal with ethical problems	3.1 Company ethical standards, organizational policy and guidelines on the prevention and reporting of unethical conduct/behavior are followed. 3.2 Work incidents/situations are reported according to company protocol/guidelines. 3.3 Resolution and/or referral of ethical problems identified are reported/documented based on standard operating procedure
4. Maintain integrity of conduct in the workplace	4.1 Personal behavior and relationships with co-workers and/or clients are demonstrated consistent with ethical standards, policy and guidelines. 4.2 Work practices are satisfactorily demonstrated

	and consistent with industry work ethical standards, organizational policy and guidelines. 4.3 Instructions to co-workers are provided based on ethical lawful and reasonable directives

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Tools, equipment and material used in this unit may include:

For the purpose of delivering the assignment, students need to be familiarized with the following.

- ✓ Employment act of Maldives

ASSESSMENT GUIDE

Forms of assessment

Assessment for the unit needs to be holistic and must include real or simulated workplace activities.

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of practices.

Critical aspects (for assessment)

It is critical that the assessment undertaken for this module be holistic and involve the following.

- ✓ Group discussion
- ✓ Role play
- ✓ Self-paced learning
- ✓ Written
- ✓ Demonstration
- ✓ Observation
- ✓ Interviews/questioning

Assessment conditions

Assessment must reflect both events and processes over a period of time.

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
Knowledge to be developed: ✓ Work responsibilities/job functions ✓ Company code of conduct/values ✓ Concept of work values/ethics ✓ Company policies and guidelines ✓ Work ethical standard ✓ Company's identified ethical problems ✓ Work incidents/situation ✓ Standard operating procedures ✓ Report writing and documentation ✓ Fundamental rights at work including gender sensitivity ✓ Corporate social responsibilities ✓ Human and interpersonal Relations ✓ Value Formation ✓ Professional Code of Conduct and Ethics	Skills to be developed: ✓Purpose for working and the why's of work are identified, reflected and linked to self-development ✓Work values/ethics/concepts are identified and classified in accordance with companies' ethical standard ✓Work policies are undertaken in accordance with company's policies. ✓Resources are used in accordance with company's policies and guidelines. ✓Work incidents/situations are reported according to company guidelines ✓Personal behavior and relationships with co-workers and clients are within ethical standard ✓Work practices are satisfactorily demonstrated and consistent. ✓Instructions to co-workers are provided based on ethical lawful and reasonable directives

UNIT TITLE	Follow health, safety and security procedures				
DESCRIPTOR	This unit describes the importance of health and safety in the working environment. It identifies the key safety hazards within the work area and recognizes the correct manner in which to safely carry out the tasks of the job for the benefit of the trainee, colleagues and customers				
CODE	TOUCM03V2/20	**LEVEL**	III	**CREDIT**	03

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Observe grooming, hygiene and personal presentation standards	1.1. Grooming, hygiene and personal presentation practices maintained at high standards in line with industry norms and enterprise procedures 1.2. Level of personal cleanliness set by the establishment is observed throughout work 1.1. Effects and consequences of poor personal hygiene understood and avoided in all practice
2. Follow workplace health, safety and security procedures	1.2. Health, safety and security procedures followed in line with operational policies and procedures and laws and regulations 1.3. Illnesses reported through proper channels of communication, using relevant forms and formats, in line with enterprise procedures 1.4. Safety and security breaches reported through proper channels of communication, in line with enterprise procedures
3. Deal with emergency situations	2.1. Emergency situations recognized and appropriate procedures followed in line with enterprise procedures 2.2. Assistance sought and cooperation given in emergency situations in line with enterprise procedures 2.3. Emergency incidences reported in line with enterprise procedure
4. Identify and prevent hygiene risks	3.1. Hygiene risks identified, prevented and avoided in line with enterprise procedures 3.2. Hygiene risks reported to appropriate persons

	and corrective action taken in line with enterprise procedures
5. Knowledge of the handling of machinery to prevent accidents	4.1. Necessary information, instructions and training provided to ensure occupational health and safety of employees, and for the effective maintenance of the machinery 4.2. Procedures put in place to avoid accidents 4.3. incidents reported through proper channels of communication, in line with enterprise procedures
6. Clean the work area	5.1 Cleaning tasks accomplished to enterprise standards 5.2 Proper method for cleaning selected and employed for appropriate task
7. Secure work premised	6.1 Work premises closed and locked at the end of work, in line with enterprise procedures

RANGE STATEMENT

Procedures included:

- ✓ Guidelines for safe handling of equipment of utensils
- ✓ Emergency procedures
- ✓ Fire safety procedures
- ✓ Security and safety guidelines
- ✓ Cleaning and decontamination procedures
- ✓ Procedures for cleaning and maintenance of machinery
- ✓ Waste handling procedures
- ✓ Cleaning chemicals handling guidelines
- ✓ Accident and incidence reporting procedures
- ✓ Basic first aid procedures

Tools, equipment and materials required may include:

- ✓ Relevant procedure manuals

ASSESSMENT GUIDE

Forms of assessment

Assessment for the unit needs to be holistic and must be observed through real or simulated Workplace activities.

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of safe working practices.

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- ✓ Communicating effectively with others involved in or affected by the work.
- ✓ Identifying and assessing hazardous situations and rectifying, or reporting to the relevant persons.
- ✓ Safely handling and storage of dangerous and/or hazardous goods and substances.
- ✓ Applying safe manual handling practices.
- ✓ Safely and effectively operating equipment and utilizing materials over the full range of functions and processes for work undertaken on worksite.
- ✓ This unit may be assessed in conjunction with all and units which form part of the normal job role.

Assessment conditions

Assessment must reflect and events processes that occur over a period of time

- ✓ Theoretical assessment of this unit must be carried out in an examination room where proper examination rules are followed.
- ✓ Assessment of hygienic work practices must be constantly evaluated.

Resources required for assessment

The following should be made available:

- ✓ A workplace or simulated workplace
- ✓ Situations requiring safe working practices
- ✓ Instructions on safe working practice
- ✓ Hazardous chemicals and/or dangerous goods information
- ✓ Common food services equipment with their usage guideline

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
✓ General knowledge on safe practices ✓ Communication procedures ✓ Relevant workplace procedures and guideline	✓ Undertake safe manual handling jobs ✓ Competent to follow safety regulations ✓ Competent to work safely with workplace equipment, machines, materials and colleagues

UNIT TITLE	Practice effective workplace communication

DESCRIPTOR	This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements. Understanding the prominence of fluently speaking in both English and Dhivehi during operational level. Correspondingly, participate in group meetings and discussion and accordingly handling the documentation related tasks.				
CODE	TOUCM04V2/20	**LEVEL**	III	**CREDIT**	03

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from appropriate sources 1.2 Effective questioning, active listening and speaking skills are used to gather and convey information 1.3 Appropriate medium is used to transfer information and ideas 1.4 Appropriate non- verbal communication is used 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed 1.6 Defined workplace procedures for the location and storage of information are used 1.7 Personal interaction is carried out clearly and concisely
2. Speak English and Dhivehi at an operational level	2.1 Workplace interactions with colleagues appropriately made 2.2 Verbal instructions or requests are responded to at an operational level 2.3 Appropriate non-verbal communication used 2.4 Simple requests are made 2.5 Routine procedures are described 2.6 Different forms of expression in English and Dhivehi is identified and used as appropriate
3. Participate in workplace meetings and discussions	3.1 Team meetings are attended on time 3.2 Own opinions are clearly expressed and those of others are listened to without interruption

	3.3 Meeting inputs are consistent with the meeting purpose and established protocols 3.4 Workplace interactions are conducted in a courteous manner 3.5 Questions about simple routine workplace procedures and matters concerning working conditions of employment are asked and responded to 3.6 Meetings outcomes are interpreted and implemented
4. Complete relevant work-related documents	4.1 Range of forms relating to conditions of employment are completed accurately and legibly 4.2 Workplace data is recorded on standard workplace forms and documents 4.3 Basic mathematical processes are used for routine calculations 4.4 Errors in recording information on forms/ documents are identified and properly acted upon 4.5 Reporting requirements to supervisor are completed according to organizational guidelines
5. Manage workplace calls and messages	5.1. Operate workplace phones 5.2. Attend and manage phone calls 5.3. Read and respond to texts and messages 5.4. Perform communication in both English and Dhivehi

Range Statement

Appropriate sources:

- ✓ Team members
- ✓ Suppliers
- ✓ Trade personnel
- ✓ Local government
- ✓ Industry bodies

Medium:

- ✓ Memorandum
- ✓ Circular
- ✓ Notice

- ✓ Information discussion
- ✓ Follow-up or verbal instructions
- ✓ Face to face communication

Storage:

- ✓ Manual filing system
- ✓ Computer-based filing system

Forms:

- ✓ Personnel forms, telephone message forms, safety reports

Workplace interactions:

- ✓ Face to face
- ✓ Telephone
- ✓ Electronic and two-way radio
- ✓ Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams

Protocols:

- ✓ Observing meeting
- ✓ Compliance with meeting decisions
- ✓ Obeying meeting instructions.

ASSESSMENT GUIDE

Forms of assessment

Assessment for the unit needs to be continuous and holistic and must include real or simulated workplace activities.

- ✓ Direct Observation
- ✓ Oral interview and written test

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of opportunities for communication.

Critical aspects (for assessment)

Assessment requires evidence that the candidate:

- ✓ Prepared written communication following standard format of the organization
- ✓ Accessed information using communication equipment
- ✓ Spoken English at a basic operational level
- ✓ Made use of relevant terms as an aid to transfer information effectively
- ✓ Conveyed information effectively adopting the formal or informal communication

Assessment conditions

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
✓ Effective communication ✓ Different modes of communication ✓ Written communication ✓ Organizational policies ✓ Communication procedures and systems ✓ Technology relevant to the enterprise and the individual's work responsibilities	✓ Communication skills ✓ Numeracy skills ✓ Fluency in Dhivehi and English language

UNIT TITLE	Provide effective customer care				
DESCRIPTOR	This unit addresses the importance of caring for customers in the hospitality industry. It includes greeting of customers and colleagues, identifying and attending customer needs, handling of inquiries, and complaints.				
CODE	TOUCM05V2/20	LEVEL	III	CREDIT	04

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Greet customers and colleagues	1.1 Customers and colleagues greeted according to standard procedures and social norms 1.2 Sensitivity to cultural and social differences demonstrated 1.3 Maintain personal space
2. Identify and attend to customer needs	2.1 Appropriate interpersonal skills are used to ensure that customer needs are accurately identified 2.2 Customer needs are assessed for urgency so that priority for service delivery can be identified 2.3 Personal limitation in addressing customer needs is identified and where appropriate, assistance is sought from supervisor 2.4 Customers informed accurately and without delay 2.5 Personal limitation identified and assistance from proper sources sought as and when required
3. Deliver service to customers	3.1 Customer needs are promptly attended to in line with organizational procedure 3.2 Appropriate rapport is maintained with customer to enable high quality service delivery 3.3 Opportunity to enhance the quality of service and products are taken wherever possible
4. Handle inquiries	4.1 Customer queries handled promptly and properly 4.2 Personal limitations identified and assistance from proper sources sought when required
5. Handle complaints	5.1 Responsibility for handling complaints taken within limit of responsibility 5.2 Personal limitations identified and assistance from proper sources sought when required 5.3 Operational procedures to handling irate or difficult customers followed correctly 5.4 Details of complaints and comments from

	customers properly recorded

RANGE STATEMENT

Procedures included:

- ✓ Greeting procedure
- ✓ Complaint and comment handling procedure
- ✓ Incidence reporting procedures
- ✓ General knowledge of property
- ✓ Standard operating procedures for service deliveries
- ✓ Non-verbal and verbal communication
- ✓ Dress and accessories
- ✓ Gestures and mannerisms
- ✓ Voice tonality and volume
- ✓ Culturally specific communication customs and practices
- ✓ Cultural and social differences

Interpersonal skills:

- ✓ Interactive communication
- ✓ Good working attitude
- ✓ Sincerity
- ✓ Pleasant disposition
- ✓ Effective communication skills
- ✓ Anticipating customer needs

Customer with limitation may include:

- ✓ Those with a disability
- ✓ Those with special cultural or language needs
- ✓ Unaccompanied children
- ✓ Parents with young children
- ✓ Pregnant women
- ✓ Single women

Tools, equipment and material used in this unit may include

- ✓ Relevant procedure manuals
- ✓ Availability of telephone, fax machine, internet, etc.
- ✓ Availability of data on projects and services; tariff and rates, promotional activities in place etc

ASSESSMENT GUIDE

Forms of assessment

Assessment for the unit needs to be holistic and must include real or simulated workplace activities.

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of practices.

Critical aspects (for assessment)

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations. This unit may be assessed in conjunction with all units which form part of the normal job role.

- ✓ Assessment requires evidence that the candidate:
- ✓ Complied with industry practices and procedures
- ✓ Used interactive communication with others
- ✓ Complied with occupational, health and safety practices
- ✓ Promoted public relation among others
- ✓ Complied with service manual standards
- ✓ Demonstrated familiarity with company facilities, products and services
- ✓ Applied company rules and standards
- ✓ Applied telephone ethics
- ✓ Applied correct procedure in using telephone, fax machine, internet
- ✓ Handled customer complaints
- ✓ Depict effective communication skills

Assessment conditions

Assessment must reflect both events and processes over a period of time.

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
✓Knowledge of the property and its services. ✓General knowledge of ways of caring for customers ✓Knowledge of handling customer complain and other requests ✓General knowledge of safe work practices and personal hygiene ✓Attitude: Attentive, patient and cordial, Eye-to-eye contact ✓Maintain teamwork and cooperation ✓Theory related to Conflict resolution, Communication process ✓Correct procedure in handling telephone inquiries	✓ Inter personal skills ✓ Communication skills ✓ Competent in providing customer care ✓ Ability to work calmly, unobtrusively, and effectively ✓ Ability to handle telephone inquiries and conversations ✓ Proper way of handling complaints ✓ Effective communication skills ✓ Non-verbal communication - body language ✓ Good time management skills

UNIT TITLE	Perform basic computer operations				
DESCRIPTOR	This unit describes the performance outcomes, skills and knowledge required to start up a personal computer or business computer terminal; to correctly navigate the desktop environment; and to use a range of basic functions.				
CODE	TOUCM06V2/20	LEVEL	III	CREDIT	03

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Start computer, system information and features	1.1. Adjust workspace, furniture and equipment to suit user ergonomic requirements 1.2. Ensure work organization meets organizational and occupational health and safety (OHS) requirements for computer operation 1.3. Start computer or log on according to user procedures 1.4. Identify basic functions and features using system information 1.5. Customize desktop configuration, if necessary, with assistance from appropriate persons 1.6. Use help functions as required
2. Organize files using basic directory and folder structures	2.1 Create folders/subfolders with suitable names 2.2 Save files with suitable names in appropriate folders 2.3 Rename and move folders/subfolders and files as required 2.4 Identify folder/subfolder and file attributes 2.5 Move folders/subfolders and files using cut and paste, and drag and drop techniques 2.6 Save folders/subfolders and files to appropriate media where necessary 2.7 Search for folders/subfolders and files using appropriate software tools 2.8 Restore deleted folder/subfolders and files as necessary
3. Print information	3.1 Print information from installed printer 3.2 View progress of print jobs and delete as required 3.3 Change default printer if installed and required

4. Shut down computer	4.1 Close all open applications 4.2 Shut-down computer according to user procedures
5. Basic Microsoft Word and Excel skills	5.1. Ensure data is entered, checked and amended in accordance with organizational and task requirements, to maintain consistency of design and layout 5.2. Format spreadsheet using software functions; to adjust page and cell layout to meet information requirements, in accordance with organizational style and presentation requirements 5.3. Ensure formulae are used and tested to confirm output meets task requirements, in consultation with appropriate personnel as required 5.4. Use manuals, user documentation and online help to overcome problems with spreadsheet design and production 5.5. Format document using appropriate software functions to adjust page layout to meet information requirements, in accordance with organizational style and presentation requirements 5.6. Use system features to identify and manipulate screen display options and controls 5.7. Use manuals, user documentation and online help to overcome problems with document presentation and production

Range Statement:
This unit covers computer hardware to include personal computers used independently or within networks, related peripherals, such as printers, scanners, keyboard and mouse, and storage media such as disk drives and other forms of storage. Software used must include but not limited to word processing, spreadsheets, database and billing software packages and Internet browsing software.

Tools, equipment and materials required may include:
- ✓ Storage device
- ✓ Different software and hardware
- ✓ Personal computers system
- ✓ Laptop computer
- ✓ Printers
- ✓ Scanner
- ✓ Keyboard
- ✓ Mouse
- ✓ Disk drive /CDs, DVDs, compressed storage device

ASSESSMENT GUIDE

The assessment guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this occupational standard

Forms of assessment
A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- ✓ direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate
- ✓ demonstration of techniques
- ✓ oral or written questioning to assess knowledge of computer operations and functions
- ✓ review of shortcuts created
- ✓ review of folders/subfolders created.

Critical aspects (for assessment)
Evidence of the following is essential:

- ✓ navigation and manipulation of the desktop environment within the range of assigned workplace tasks
- ✓ knowledge of organizational requirements for simple documents and filing conventions
- ✓ application of simple keyboard functions to produce documents with a degree of speed and accuracy relevant to the level of responsibility required.

Assessment conditions

- ✓ Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.
- ✓ Assessment must include direct observation of tasks.
- ✓ Where assessment of competency includes third-party evidence, individuals must provide evidence
- ✓ Assessors must verify performance evidence through questioning on skills and knowledge to ensure correct interpretation and application

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
Knowledge required: ✓ Basic ergonomics of keyboard and computer use ✓ Main types of computers and basic features ✓ Of different operating systems ✓ Main parts of a computer ✓ Storage devices and basic categories of memory ✓ Relevant software ✓ General security and computer Viruses	Skills required: ✓ communication skills to identify lines of communication, to request advice, to effectively question, to follow instructions and to receive feedback ✓ problem-solving skills to solve routine problems in the workplace, while under direct supervision ✓ technology skills to use equipment safely while under direction, basic keyboard and mouse skills and procedures relating to logging on and accessing a computer ✓ basic typing techniques and strategies.

UNIT TITLE	Provide first aid				
DESCRIPTOR	This unit deals with the skills and knowledge required for the provision of essential first aid in recognizing and responding to emergency using basic life support measures. The person providing first aid is not expected to deal with complex casualties or incidents, but to provide an initial response where first aid is required.				
CODE	TOUCM07V2/20	LEVEL	III	CREDIT	05

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Assess the situation	1.1. Physical hazards and risks to self and others' health and safety identified 1.2. Immediate risks to self and casualty's health and safety minimized by controlling hazards in accordance with occupational health and safety requirements 1.3. The situation assessed and prompt decision taken on actions required 1.4. Assistance sought from relevant persons/authority, as required and at the appropriate time
2. Apply basic first aid techniques	2.1. Casualty's physical condition assessed by visible vital signs 2.2. First aid provided to stabilize the patient's physical and mental condition in accordance with enterprise policy on provision of first aid and recognized first aid procedures 2.3. Available first aid equipment used as appropriate
3. Monitor the situation	3.1. Back-up services appropriate to the situation identified and notified promptly 3.2. Information about the patient's condition reported accurately and clearly to emergency services personnel or health professionals
4. Prepare required documentation	4.1. Documented emergency situations

	according to enterprise procedures 4.2. Clear and accurate reports are provided within required time frames

Range Statement

This unit applies to all tourism and hospitality sectors. The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances. First aid treatment is that defined in Common Law as emergency assistance provided to a second party in the immediate absence of medical or paramedical care.

Established first aid principles include:

- ✓ Checking and maintaining the casualty's airway, breathing and circulation
- ✓ Checking the site for danger to self, casualty and others, and minimizing the danger.

Physical and personal hazards may include:

- ✓ Workplace hazards such as fire, floods, violent persons
- ✓ Environmental hazards such as electrical faults, chemical spills, fires, slippery surfaces, floods, wild animals, fumes,
- ✓ Proximity of other people
- ✓ Hazards associated with the casualty management processes

Risks may include:

- ✓ Worksite equipment, machinery and substances
- ✓ Bodily fluids
- ✓ Risk of further injury to the casualty
- ✓ Risks associated with the proximity of other workers and bystanders

First aid management will need to account for:

- ✓ Location and nature of the work environment
- ✓ Environmental conditions and situations, such as electricity, biological risks, weather and terrain, motor vehicle accidents,
- ✓ The level of knowledge, skills, training and experience of the person administering first aid
- ✓ Familiarity with particular injuries
- ✓ Legal issues that affect the provision of first aid in different industry sectors
- ✓ The characteristics of the site where the injury occurs
- ✓ The nature of the injury and its cause
- ✓ Infection control procedures
- ✓ Availability of first aid equipment, medications and kits or other suitable alternative aids
- ✓ Proximity and availability of trained paramedical and medical/health professional assistance
- ✓ The patient's cardio-vascular condition as indicated by vital signs such as body temperature, pulse rate and breathing rates
- ✓ Unresolved dangers such as fire, chemical contamination or fume toxicity of the area where the injury occurs

Vital signs include:

- ✓ Breathing

- ✓ Circulation
- ✓ Consciousness

Injuries may include:

- ✓ Abdominal trauma
- ✓ Allergic reactions
- ✓ Bleeding
- ✓ Chemical contamination
- ✓ Choking
- ✓ Cold injuries
- ✓ Cardio-vascular failure
- ✓ Dislocations and fractures
- ✓ Drowning
- ✓ Poisoning and toxic substances
- ✓ Medical conditions including epilepsy, diabetes, asthma
- ✓ Eye injuries
- ✓ Head injuries
- ✓ Minor skin injuries
- ✓ Neck and spinal injuries
- ✓ Needle stick injuries
- ✓ Puncture wounds and cuts
- ✓ Crush injuries
- ✓ Shock
- ✓ Smoke inhalation
- ✓ Sprains and strains
- ✓ Substance abuse
- ✓ Unconsciousness
- ✓ Infections
- ✓ Inhalation of toxic fumes and airborne dusts
- ✓ Bone and joint injuries
- ✓ Eye injuries
- ✓ Burns and scalds, thermal, chemical, friction and electrical

Injuries may involve:

- ✓ Unconsciousness
- ✓ Confusion
- ✓ Tremors
- ✓ Rigidity
- ✓ Numbness
- ✓ Inability to move body parts
- ✓ Pain
- ✓ Delirium
- ✓ External bleeding
- ✓ Internal bleeding
- ✓ Heat exhaustion
- ✓ Hypothermia
- ✓ Pre-existing illness

Appropriate persons/authority from whom assistance may be sought may include:

- ✓ Emergency services personnel

- ✓ Health professionals
- ✓ Colleagues
- ✓ Customers
- ✓ Passers by

Assistance may include, as appropriate to emergency situations:

- ✓ Maintaining site safety and minimizing the risk of further injury or injury to others
- ✓ Making the casualty comfortable and ensuring maximum safety
- ✓ Assessment of injury situations
- ✓ Providing first aid including managing bleeding through the application of tourniquets, pressure and dressings
- ✓ Giving CPR and mouth-to-mouth resuscitation
- ✓ Giving reassurance and comfort
- ✓ Raising the alarm with emergency services or health professionals
- ✓ Removing debris

Tools, equipment and material used in this unit may include:

- ✓ First aid kit
- ✓ Pressure and other bandages
- ✓ Thermometers
- ✓ Eyewash
- ✓ Pocket face masks
- ✓ Rubber gloves
- ✓ Dressings
- ✓ Flags and flares
- ✓ Fire extinguishers
- ✓ Communication equipment such as mobile phones

ASSESSMENT GUIDE

Forms of assessment

Assessment methods must be chosen to ensure that application of accepted first aid techniques can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

- ✓ Practical demonstration of the use of commonly-used equipment and first aid supplies
- ✓ Explanation about management of a variety of common simulated injury situations
- ✓ Questions to test knowledge of injury situations, types of injury and management of injury situations
- ✓ Review of portfolios of evidence and third-party reports of performance of first aid by the candidate

Assessment context

This unit may be assessed in a simulated environment

Critical aspects (for assessment)

Assessment must ensure:

- ✓ Use of real first aid equipment
- ✓ Ability to assess situations requiring first aid and to decide on a plan of action including seeking help
- ✓ Ability to apply established first aid principles including:
    - Checking and maintaining the casualty's airway, breathing and circulation
    - Checking the site for danger to self, casualty and others and minimizing the danger

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
✓ Basic anatomy and physiology ✓ Resuscitation ✓ Bleeding control ✓ Care of the unconscious ✓ Airway management ✓ Basic infection control principles and procedures ✓ Legal requirements ✓ Duty of care ✓ Reporting requirements	✓ Assertiveness skills ✓ Communication skills ✓ Decision making ✓ Report preparation ✓ Provide first aid ✓ Provide various types of treatments ✓ Demonstrate the four-step process providing basic first aid

UNIT TITLE	Respond to Fire

DESCRIPTOR	This unit covers the competency required to carry out initial response to suppress a fire. It also includes the ability to identify the nature and classification of the fire, report the fire and carry out evacuation procedures. The unit does not cover the competencies needed to become a professional firefighter and will be covered in other related units in relevant standards.				
CODE	TOUCM08V1/20	**LEVEL**	III	**CREDIT**	03

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
5. Prepare for fire	1.1 Procedures related to a fire emergency are accessed, interpreted and rehearsed 1.2 Location of firefighting equipment is identified and the equipment is checked in accordance with organisational procedures and referred for maintenance/replacement as required
6. Carry out initial notification and assessment	2.1 Nature and scope of the fire is identified, confirmed and reported to appropriate personnel 2.2 Fire situation is assessed and appropriate course of action is determined in keeping with requirements for personal safety 2.3 Notification of fire threat is undertaken in accordance with authorized procedures 2.4 Emergency evacuation procedures are followed, where appropriate, and in accordance with organisational procedures
7. Extinguish fires	3.1 Fires are extinguished using the appropriate equipment, materials and procedures 3.2 Extinguisher is applied to ensure fast knockdown of fire 3.3 Extinguisher is used at the appropriate range and time 3.4 Extinguisher is used to minimise damage to

	equipment and facilities and to minimise risk of injury to personnel

Range Statement

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance.

Firefighting equipment may include,

- ✓ Extinguishers
- ✓ Fire blankets
- ✓ Fire hose reels
- ✓ Fire hydrants
- ✓ Firefighting vehicles
- ✓ Personal protection equipment (PPE)

Tools, equipment and material used in this unit may include:

All relevant equipment to develop the competency of providing fire skills relevant.

ASSESSMENT GUIDE

Forms of assessment

Assessment methods must be chosen to ensure that application of firefighting can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

Assessment context

This unit may be assessed in a simulated environment

Critical aspects (for assessment)

Assessment must ensure:

- ✓ Use of real fire related equipment
- ✓ Ability to assess situations requiring responding to fire and to decide on a plan of action including seeking help

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
Knowledge to be developed: ✓composition of teams, and roles and responsibility of team members ✓fire alarm systems ✓local area emergency procedures ✓principles of teamwork, team aims and objectives ✓site emergency plan ✓techniques for supporting others/team members ✓types, operations and application of firefighting equipment including extinguishers, hose reels and, where appropriate, monitors ✓verbal and non-verbal communication techniques including language, language style, active listening	Skills to be development: ✓ access, read and interpret local emergency procedures ✓ apply evacuation procedures ✓ assess fire situation and notify authorities ✓ carry out periodic checks on firefighting equipment ✓ identify emergency alarms and match with response requirement ✓ identify, select and use firefighting equipment ✓ participate in a team ✓ use a variety of verbal and non-verbal communication techniques

UNIT TITLE	Apply knowledge of nutrition to food preparation				
DESCRIPTOR	This unit covers the performance outcomes, skills and knowledge required to prepare and cook food to meet special dietary requirements through application of basic nutritional principles for health, cultural and other factors.				
CODE	TOUS04CR09V2/20	**LEVEL**	III	**CREDIT**	03

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Develop fundamental knowledge related to food and nutrition	1.1 Nutritional characteristics of the 5 Food Groups 1.2 Major roles and functions of the principle nutrients, and the links between food, nutrition and health 1.3 Benefits of a balanced diet 1.4 Identify groups of people who have dietary requirements
2. Understand the ingredients and appropriate cooking techniques suitable for special dietary requirements	2.1 Select ingredients essential for special dietary requirements 2.2 Select appropriate cooking techniques suitable for special dietary requirements
3. Identify and understand the impact of food preparation and cooking on the nutritional content of food	3.1 Identify changes that can be made to dishes to produce healthier food 3.2 Describe ways in which nutrients in food can be destroyed during, storage, preparation, cooking, holding (hot food) 3.3 Understand methods for retaining the nutritional content of food 3.4 Identify foods that can be used to make menus healthier
4. Confirm special dietary requirements and select ingredients.	4.1 Confirm the dietary and cultural food requirements of the customer. 4.2 Liaise with others to clarify requirements. 4.3 Confirm health consequences of ignoring special dietary requirements of customers. 4.4 Access special dietary recipes and select specialized ingredients.

5. Prepare, handle and store food according to hygiene standards	5.1 Understand hygiene risks related to preparing, handling and storage of food 5.2 Follow procedures set by the establishment to avoid cross contamination due to bacteria, pests and chemical substances.

Range Statement:

- ✓ This unit covers computer hardware to include personal computers used independently or within networks, related peripherals, such as printers, scanners, keyboard and mouse, and storage media such as disk drives and other forms of storage.
- ✓ Software used must include but not limited to word processing, spreadsheets, database and billing software packages and Internet browsing software.

Tools, equipment and materials required may include:

- ✓ Storage device
- ✓ Different software and hardware
- ✓ Desktop computers system
- ✓ Laptop computer
- ✓ Printers
- ✓ Scanner
- ✓ Keyboard
- ✓ Mouse
- ✓ Disk drive /CDs, DVDs, compressed storage device

ASSESSMENT GUIDE

Forms of assessment

The assessor may select two of the following assessment methods to objectively assess the candidate:

- ✓ Observation
- ✓ Questioning
- ✓ Practical demonstration

Assessment context

Assessment may be conducted out of the workplace preferably in a computer classroom

Critical aspects (for assessment)

Assessment must show that the candidate:

- ✓ Selected and used hardware components correctly and according to the task requirement
- ✓ Identified and explain the functions of both hardware and software used, their general features and capabilities
- ✓ Produced accurate and complete data in accordance with the requirements
- ✓ Used appropriate devices and procedures to transfer files/data accurately

Assessment conditions

Assessment may be conducted out of the work environment and may include assignments and projects.

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
✓ Basic ergonomics of keyboard and computer use ✓ Main types of computers and basic features of different operating systems ✓ Main parts of a computer ✓ Storage devices and basic categories of memory ✓ Relevant software ✓ General security and computer Viruses	✓ Reading skills required to interpret work instruction ✓ Communication skills ✓ Keyboard skills

UNIT TITLE	Weigh and Scale commodities for pastry and bakery products				
DESCRIPTOR	This unit describes a set of elementary tasks handled by assistant cooks at entry level in bakery and pastry sections of complex kitchens. People credited with this unit are able to provide basic level assistant to senior cooks in their daily jobs with assembling commodities required for preparation.				
CODE	TOUS04CR10V2/20	LEVEL	III	CREDIT	03

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Select, scale and measure commodities	1.1. Dry ingredients scaled according to recipe specifications and placed in appropriate containers 1.2. Liquid ingredients measured or weighed in appropriate containers according to recipe specifications 1.3. Ingredients combined or kept separate according to mixing requirements

Range Statement

Procedures and recipes included:

- ✓ Scaling of dry ingredients
- ✓ Measuring or weighing of liquid ingredients

Tools, equipment and material used in this unit may include:

Tools and equipment:

- ✓ Receptacles for keeping scaled/measured commodities
- ✓ Measuring jugs

Scales Materials:

- ✓ General pastry and bakery commodities listed through this document

ASSESSMENT GUIDE

Forms of assessment

- ✓ Observation of practical demonstration by the candidate of activities and procedures specified in the range statement.
- ✓ Questions to determine the underpinning knowledge of the candidate related to tasks to be performed.
- ✓ Third party/workplace reports of on-the-job performance of the candidate

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of safe working practices.

Critical aspects (for assessment)

It is essential that the candidate applied safety and hygiene guidelines effectively

Assessment conditions

Assessment is conducted in examination situation where strict examination rules are followed.

Resources required for assessment

The following should be made available:

- ✓ A workplace or simulated workplace
- ✓ Situations requiring safe working practices
- ✓ Instructions on safe working practice
- ✓ Related food service equipment

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
✓ General knowledge on safe and hygienic practices ✓ Knowledge of pastry and bakery commodities ✓ Interpret key information from recipes, ingredient labels, instructions of baking equipment operating, and end-product specifications ✓ Conversation tables, ratios and measures ✓ Basic product characteristics and usage	✓ Arithmetic and numeric skills ✓ Identify and comprehend ingredient quantities in recipes, dates on ingredient labels, and temperature, humidity and timer settings ✓ Undertake safe manual handling jobs ✓ Competent to follow safety regulations ✓ Competent to work safely with workplace equipment, materials and colleagues

UNIT TITLE Prepare, tray up and handle baking of breads and pastry products

DESCRIPTOR	This unit describes the elementary tasks at entry level in bakery and pastry sections of complex kitchens. People credited with this unit are able to provide basic level assistant to senior cooks in their daily jobs with baking and handling finished products.				
CODE	TOUS04CR11V2/20	**LEVEL**	III	**CREDIT**	02

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Prepare trays and molds	1.1. Trays and moulds washed, dried and placed on racks to established standards of hygiene 1.2. Trays greased and set for placing dough or other mixes to establishment standards
2. Tray up breads and other mixes for baking	2.1 Bread dough scaled to establishment and recipe standards. 2.2 Dough molded and placed properly in the correct trays 2.3 Proving of dough timed as prescribed 2.4 Pastry mixes for baking placed in appropriate trays according to instructions
3. Bake and finish breads and pastry products	3.1 Correct oven temperatures required for specific products known and applied 3.2 Proved dough and other pastry products placed in and removed from the oven safely, at the correct times 3.3 Finishing procedures for various products known and practiced according to recipe instructions
4. Prepare trays and moulds	4.1 Trays and moulds washed, dried and placed on racks to established standards of hygiene 4.2 Trays greased and set for placing dough or other mixes to establishment standards

RANGE STATEMENT

Procedures and recipes included:

- ✓ Cleaning and greasing of trays and moulds
- ✓ Mixing, processing, baking and finishing of breads, cakes sponges, cookies, biscuits, and laminated or non-laminated pastry
- ✓ Molding, shaping and traying up of loaf breads, rolls and specialty breads

- ✓ Traying up of short pastry for flans and tarts
- ✓ Traying up of choux pastry products
- ✓ Traying up of cakes, sponges, biscuits and cookies
- ✓ Pastry fillings
- ✓ Traying up of laminated or non-laminated pastry

Tools, equipment and material used in this unit may include:

Tools and equipment:

- ✓ Baking trays
- ✓ Bread tins, open and closed
- ✓ Cake tins
- ✓ Flan rings, tartlet and barquette trays
- ✓ Industrial mixer and attachments
- ✓ Pastry sheeter
- ✓ Refrigerator
- ✓ Industrial bakery ovens
- ✓ Industrial pastry ovens
- ✓ Weighing scale
- ✓ Measuring jug, cups, and spoons
- ✓ Mixing bowls
- ✓ Suitable and cleanable tabletops for molding
- ✓ Pastry brush
- ✓ Relevant recipe manuals
- ✓ Personal protective equipment

Scales Materials:

- ✓ Bread dough for basic white and brown breads and rolls
- ✓ Puff and Danish pastry
- ✓ Choux pastry
- ✓ Short crust pastry
- ✓ Cake and sponge mixes
- ✓ Greaseproof paper
- ✓ Pan lubricant or suitable fat

ASSESSMENT GUIDE

Forms of assessment

- ✓ Observation of practical demonstration by the candidate of activities and procedures specified in the range statement.
- ✓ Questions to determine the underpinning knowledge of the candidate related to tasks to be performed.
- ✓ Third party/workplace reports of on-the-job performance of the candidate

Assessment context

Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of safe working practices.

Critical aspects (for assessment)

It is essential that the candidate applied safety and hygiene guidelines effectively

Assessment conditions

Assessment is conducted in examination situation where strict examination rules are followed.

Resources required for assessment

The following should be made available:

- ✓ A workplace or simulated workplace
- ✓ Situations requiring safe working practices
- ✓ Instructions on safe working practice
- ✓ Related food service equipment

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
✓ General knowledge on safe and hygienic practices ✓ Basic product characteristics and usage ✓ Knowledge of pastry and bakery commodities ✓ Interpret key information from recipes ✓ Follow instructions of baking equipment ✓ Conversation tables, ratios and measures ✓ Knowledge of personal hygiene ✓ Knowledge of safe food handling ✓ Time management	✓ Undertake safe manual handling jobs ✓ Competent to follow safety regulations ✓ Competent to work safely with workplace equipment's, materials and colleagues ✓ Follow personal hygiene and food handling procedures ✓ Ability to interpret and apply key information from recipes ✓ Ability to implement production schedules set by the enterprise

UNIT TITLE	Prepare creams, sauces, glazes and fillings				
DESCRIPTOR	This unit deals with the skills and knowledge required by pâtissiers in hospitality establishments to prepare and produce a variety of creams, sauces, glazes and sweet and savory fillings for a variety of pastry and bakery products.				
CODE	TOUS04CR12V2/20	**LEVEL**	III	**CREDIT**	03

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Prepare creams and fillings	1.1 A variety of creams, sauces, glazes and fillings prepared according to standard recipes and desired product characteristics 1.2 Ingredients selected, measured and weighed according to recipe requirements and established standards and procedures 1.3 Appropriate equipment used according to required pastry and bakery products, and standard operating procedures 1.4 Batter and dough prepared in accordance with enterprise standards 1.5 Creams, sauces, glazes and fillings are cooked according to techniques and appropriate conditions 1.6 Check fillings to identify faults and rectify 1.7 Required oven temperature selected to bake goods on accordance with the desired characteristics, standards recipe specifications and enterprise practices
2. Use creams, sauces, glazes and fillings in pastry and bakery products	2.1 Pastry and bakery goods filled and decorated, where required and appropriate, in accordance with standard recipes and/or enterprise standards and customer preferences 2.2 Pastry and bakery goods finished and presented according to established standards and procedures

3. Store creams, sauces, glazes and fillings products	3.1 Pastry and bakery products stored according to established standards and procedures, taking into consideration environmental conditions such as the atmosphere, humidity and temperature 3.2 Food safety and hygiene procedures demonstrated

Statement

Recipes and products handled and prepared.

The following recipes or their substitute applications must be practiced:

- ✓ Apricot glaze
- ✓ Arrowroot glaze
- ✓ Butter Cream
- ✓ Caramel sauce
- ✓ Chantilly cream
- ✓ Chocolate sauce
- ✓ Custard sauce
- ✓ Frangipane
- ✓ Ganache
- ✓ Imitation cream
- ✓ Jam sauce
- ✓ Lemon curd
- ✓ Lemon/Orange sauce
- ✓ Mango sauce
- ✓ Melba sauce
- ✓ Melted chocolate
- ✓ Pastry cream
- ✓ Royal icing
- ✓ Sabayon sauce
- ✓ Sauce anglaise
- ✓ Water icing
- ✓ Fresh fruits prepared for filling
- ✓ Tempering chocolate
- ✓ Varieties of glazes

Techniques practiced

The following techniques must be practiced:

- ✓ Beating
- ✓ Blending
- ✓ Filling
- ✓ Folding
- ✓ Stirring
- ✓ Topping
- ✓ Whipping
- ✓ Whisking

Tools, equipment and material used in this unit may include:

- ✓ Microwave
- ✓ Refrigerator
- ✓ Beaters
- ✓ Bowls
- ✓ Commercial mixers and attachments
- ✓ Cutting implements
- ✓ Graters
- ✓ Measuring cups and spoons
- ✓ Measuring jug
- ✓ Range
- ✓ Piping bags and attachments
- ✓ Weighing scales
- ✓ Spatulas, wooden spoons and pastry brushes
- ✓ Various shapes and sizes of pans
- ✓ Whisks

Materials:

- ✓ Almond-ground
- ✓ Apricot jam
- ✓ Apricot glaze
- ✓ Arrowroot
- ✓ Butter
- ✓ Chocolate-cooking
- ✓ Corn flour
- ✓ Custard powder
- ✓ Eggs
- ✓ Flour
- ✓ Fondant

- ✓ Icing sugar
- ✓ Jam-apricot
- ✓ Lemon/lime
- ✓ Mace
- ✓ Milk /powder
- ✓ Orange
- ✓ Raspberries
- ✓ Sugar-castor/granulated
- ✓ Vanilla pod/essence
- ✓ Vinegar
- ✓ Whipping cream
- ✓ Wine

ASSESSMENT GUIDE

Forms of assessment

- ✓ Observation of practical demonstration by the candidate on preparing, cooking and baking, filling, finishing, decorating and presenting specialized pastry and bakery products
- ✓ Questions to determine the underpinning knowledge of the candidate related to tasks to be performed
- ✓ Third party/workplace reports of on-the-job performance of the candidate

Assessment context

Assessment may be done in the workplace or a simulated work environment.

Critical aspects (for assessment)

Assessment requires evidence that the candidate:

- ✓ Demonstrated ability to produce a range of creams, sauces, glazes and fillings used in the pastry kitchen according to standard recipes and establishment's procedures
- ✓ Demonstrated ability to package and store pastry products according to establishment's standards and procedures
- ✓ Performed preparatory task of calculating recipes, planning the work, assembling commodities and utensils prior to starting food preparation.
- ✓ Demonstrated application of hygiene and safety principles according to established standards and procedures

Assessment conditions

Assessment is conducted in examination situation where strict examination rules are followed.

Resources required for assessment

Commercial kitchen environment and industrial equipment and utensils for preparing creams, sauces, glazes and fillings and using these in filling and finishing related products.

Use of pastry and bakery products for using creams sauces, glazes and fillings

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
✓ Properties of the ingredients used ✓ Varieties and characteristics of pastry and bakery commodities ✓ Principles and practices of hygiene particularly in relation to filling and decorating finished products ✓ Portion control and yield ✓ Creative, artistic skills in decoration and presentation ✓ Related culinary terms ✓ Interpret key information from recipes ✓ Conversation tables, ratios and measures ✓ Knowledge of personal hygiene ✓ Knowledge of safe food handling ✓ Time management	✓ Portion control and yield determination ✓ Safe work practices, particularly in relation to handling products that will not be cooked further ✓ Safe use of equipment and utensils ✓ Storage conditions for pastry and bakery products and optimizing shelf life ✓ Routine maintenance and handling of equipment and utensils ✓ Follow personal hygiene and food handling procedures ✓ Ability to interpret and apply key information from recipes ✓ Ability to implement production schedules set by the enterprise

UNIT TITLE	Prepare and present short paste items				
DESCRIPTOR	This unit covers the skills and knowledge required by pâtissiers in hospitality establishments to prepare and produce a variety of sweet and savory products from basic short pastry and sugar pastry.				
CODE	TOUS04CR13V2/20	LEVEL	III	CREDIT	03

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Prepare short pastry and sweet pastry dough	1.1 Basic short pastry and sweet short (sugar) pastry dough prepared according to standard recipes 1.2 Ingredients selected, measured and weighed according to recipe requirements and established standards and procedures 1.3 Appropriate equipment used according to required pastry and bakery products and standard operating procedures 1.4 Dough prepared in accordance with enterprise standards 1.5 Dough rested according to specified temperature and other conditions 1.6 Required oven temperature selected to bake goods in accordance with the desired characteristics, standards recipe specifications and enterprise practices
2. Produce varieties of goods from short and sweet pastry	2.1 Dough rolled and placed in molds, tins and trays after resting 2.2 Pastries baked in pre-heated oven set at required temperatures
3. Prepare cookies & Petit fours	3.1 Cookies and petit-fours prepared and baked according to recipes 3.2 Present cookies and petit-fours accordance with enterprise standards.
4. Fill, bake and finish short and sweet pastry products	4.1 Pastries filled before or after baking as according to recipes 4.2 Pastries finished and presented according to established standards and procedures 4.3 Required oven temperature selected to bake goods on accordance with standards recipe specifications for the desired characteristics 4.4 Pastry and bakery goods filled and decorated, as appropriate, in accordance with standard recipes. 4.5 Food safety and hygiene procedures demonstrated
5. Present and store pastries	5.1 Pastries arranged on mirrors, trays, wooden boards, platters or other items

	as appropriate 5.2 Pastries stored according to established standards and procedures, under proper storage conditions, taking into consideration environmental conditions such as atmosphere, humidity and temperature

Range Statement

Recipes prepared:

- ✓ Fruit pie
- ✓ Apple flan
- ✓ Lemon meringue pie
- ✓ Dutch apple tart
- ✓ Apple tart
- ✓ Bakewell tart

Open syrup tart techniques practiced:

- ✓ Folding
- ✓ Filling
- ✓ Resting
- ✓ Rubbing-in
- ✓ Topping
- ✓ Dusting

Fillings and decorations used:

- ✓ Chocolates
- ✓ Colored/flavored sugar
- ✓ Creams
- ✓ Custards
- ✓ Frangipane
- ✓ Fresh and preserved/crystallized fruits
- ✓ Fruit purees
- ✓ Fruits and fruit purees
- ✓ Glazes and jellies
- ✓ Jams
- ✓ Marzipan coatings
- ✓ Nuts, whole or crushed

- ✓ Sprinkled icing sugar

Types of cookies:

- ✓Short bread cookies
- ✓Sable
- ✓Butter cookies
- ✓Tuile
- ✓Chocolate chip cookies

Tools, equipment and material used in this unit may include:
Tools and equipment:

- ✓ Oven
- ✓ Microwave
- ✓ Refrigerator
- ✓ Baking sheets and containers
- ✓ Beaters
- ✓ Bowls
- ✓ Flan rings, tins and moulds
- ✓ Commercial mixers and attachments
- ✓ Cutting implements
- ✓ Measures
- ✓ Moulds, shapes and cutters
- ✓ Oven
- ✓ Piping bags and attachments
- ✓ Weighing scales
- ✓ Measuring cups and spoons
- ✓ Spatulas, wooden spoons, pastry brushes
- ✓ Whisks

Materials:

- ✓ Apple
- ✓ Apricot
- ✓ Apricot glaze
- ✓ Baking powder
- ✓ Banana

- ✓ Butter
- ✓ Butter Cream
- ✓ Chantilly cream
- ✓ Chocolate sauce
- ✓ Custard powder
- ✓ Custard sauce
- ✓ Eggs
- ✓ Flour
- ✓ Frangipane
- ✓ Ganache
- ✓ Imitation cream
- ✓ Jam sauce
- ✓ Jam-apricot
- ✓ Lemon/lime
- ✓ Melted chocolate
- ✓ Pastry cream
- ✓ Salt
- ✓ Sugar
- ✓ Vanilla essence
- ✓ Water icing

ASSESSMENT GUIDE

Forms of assessment

- ✓ Observation of practical demonstration by the candidate on preparing, cooking and baking, filling, finishing, decorating and presenting specialized pastry and bakery products
- ✓ Questions to determine the underpinning knowledge of the candidate related to tasks to be performed
    - Third party/workplace reports of on-the-job performance of the candidate

Assessment context

Assessment may be done in the workplace or a simulated work environment. Knowledge and application must be assessed.

Critical aspects (for assessment)

Assessment requires evidence that the candidate:

- ✓ Demonstrated ability to produce a range of products, according to standard recipes and establishment's procedures.
- ✓ Demonstrated ability to store and package pastry products according to establishment's standards and procedures
- ✓ Performed preparatory task of calculating recipes, planning the work, assembling commodities and utensils prior to starting food preparation.
- ✓ Demonstrated application of hygiene and safety principles according to established standards and procedures

Assessment conditions

Assessment is conducted in examination situation where strict examination rules are followed.

Resources required for assessment

- ✓ Commercial kitchen environment and industrial equipment and utensils for preparing and finishing related products.
- ✓ Creams, sauces, glazes to use as fillings and toppings for short pastry products.

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
✓ Properties of the ingredients used ✓ Varieties and characteristics of bakery and pastry commodities ✓ Principles and practices of hygiene particularly in relation to filling and decorating finished products ✓ Portion control and yield ✓ Creative, artistic skills in decoration and presentation	✓ Portion control and yield determination ✓ Safe work practices, particularly in relation to handling products that will not be cooked further ✓ Safe use of equipment and utensils ✓ Storage conditions for pastry and bakery products and optimizing shelf life

✓ Related culinary terms ✓ Interpret key information from recipes ✓ Conversation tables, ratios and measures ✓ Knowledge of personal hygiene ✓ Knowledge of safe food handling ✓ Time management	✓ Routine maintenance and handling of equipment and utensils ✓ Follow personal hygiene and food handling procedures ✓ Ability to interpret and apply key information from recipes ✓ Ability to implement production schedules set by the enterprise

UNIT TITLE	**Prepare and present choux paste items**				
DESCRIPTOR	This unit deals with the skills and knowledge required by pâtissiers in hospitality establishments to prepare and produce a variety of products. Unit also prepare learners to produce choux dough, bake choux pastry products, fry choux pastry, fill and finish choux pastry products and store finished products.				
CODE	TOUS04CR14V2/20	**LEVEL**	III	**CREDIT**	03

ELEMENTS OF COMPETENCIES	**PERFORMANCE CRITERIA**
1. Prepare choux paste dough	1.1 Ingredients selected, measured and weighed according to recipe requirements and established

	standards and procedures 1.2 Appropriate equipment used according to required pastry and bakery products and standard operating procedures 1.3 Choux pastry cooked according to recipe specifications 1.4 Required oven temperature selected to bake goods in accordance with the desired characteristics, standards recipe specifications and enterprise practices 1.5 Food safety and hygiene procedures demonstrated
2. Bake choux pastry products	2.1 Different baked products from choux pastry piped on greased trays for baking profiteroles, éclairs and choux buns 2.2 Required oven temperature selected to bake goods on accordance with standards recipe specifications for the desired characteristics 2.3 Choux pastry products baked to recipe specifications
3. Fry choux pastry	3.1 Choux pastry deep fried to produce beignets and fritters
4. Fill and finish choux pastry products	4.1 Baked and fried choux pastry products filled and topped according to recipe specifications 4.2 Pastries arranged on display trays for presentations
5. Store finished products	5.1 Finished products packed and stored according to established standards and procedures, taking into consideration the environmental factors such as the atmosphere, humidity and temperature

Range Statement

Recipes and products handled and prepared

The following recipes or their substitute applications must be practiced:

- ✓ Choux buns
- ✓ Eclairs
- ✓ Profiteroles
- ✓ Fritters

Techniques practiced

The following techniques must be practiced:

- ✓ Whisking
- ✓ Beating
- ✓ Stirring
- ✓ Whipping
- ✓ Beating
- ✓ Folding
- ✓ Blending
- ✓ Tempering
- ✓ Filling
- ✓ Topping
- ✓ Dusting

Tools, equipment and material used in this unit may include:

Tools and equipment:

- ✓ Deep fryer
- ✓ Baking sheets and containers
- ✓ Bowls
- ✓ Commercial mixers and attachments
- ✓ Cutting implements
- ✓ Graters
- ✓ Measures
- ✓ Oven
- ✓ Burner
- ✓ Piping bags and attachments
- ✓ Weighing scales
- ✓ Measuring cups and spoons
- ✓ Spatulas, wooden spoons

Various shapes and sizes of pans Materials:

- ✓ Butter
- ✓ Cheese-grated
- ✓ Chocolate sauce
- ✓ Custard powder
- ✓ Eggs
- ✓ Flour
- ✓ Icing sugar
- ✓ Melted chocolate
- ✓ Oil
- ✓ Pastry cream
- ✓ Pastry cream
- ✓ Salt
- ✓ Sugar-granulated
- ✓ Vanilla essence
- ✓ Whipping cream

ASSESSMENT GUIDE

Forms of assessment

- ✓ Observation of practical demonstration by the candidate on preparing, cooking and baking, filling, finishing, decorating and presenting specialized pastry and bakery products

- ✓ Questions to determine the underpinning knowledge of the candidate related to tasks to be performed
- ✓ Third party/workplace reports of on-the-job performance of the candidate

Assessment context
Assessment may be done in the workplace or a simulated work environment.

Critical aspects (for assessment)
Assessment requires evidence that the candidate:

- ✓ Demonstrated ability to produce a range of specialist bakery products, both sweet and savory according to standard recipes and establishment's procedures
- ✓ Demonstrated ability to store and package pastry and bakery products according to establishment's standards and procedures
- ✓ Performed preparatory task of calculating recipes, planning the work, assembling commodities and utensils prior to starting food preparation.
- ✓ Demonstrated application of hygiene and safety principles according to established standards and procedures

Assessment conditions
Assessment is conducted in examination situation where strict examination rules are followed.

Resources required for assessment

- ✓ Commercial kitchen environment and industrial equipment and utensils for preparing, baking, frying and boiling choux pastry and using appropriate filling and finishing related products.
- ✓ Use of creams, sauces, and toppings for choux pastry products

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
✓ Properties of the ingredients used ✓ Varieties and characteristics of bakery commodities ✓ Principles and practices of hygiene particularly in relation to filling and decorating finished products ✓ Portion control and yield ✓ Creative, artistic skills in decoration and presentation ✓ Related culinary terms ✓ Interpret key information from recipes ✓ Conversation tables, ratios and measures ✓ Knowledge of personal hygiene ✓ Knowledge of safe food handling ✓ Time management	✓ Portion control and yield determination ✓ Safe work practices, particularly in relation to handling products that will not be cooked further ✓ Safe use of equipment and utensils ✓ Storage conditions for pastry and bakery products and optimizing shelf-life ✓ Routine maintenance and handling of equipment and utensils ✓ Follow personal hygiene and food handling procedures ✓ Ability to interpret and apply key information from recipes ✓ Ability to implement production schedules set by the enterprise

UNIT TITLE	Prepare and present breads and yeast leavened items

DESCRIPTOR	This unit deals with the skills and knowledge required by pâtissiers in hospitality establishments to prepare and produce a variety of products based on yeast leavened dough and filling and baking the breaks & yeast goods and wrap up and present the baked products while maintaining the stored finished products				
CODE	TOUS04CR15V2/20	**LEVEL**	III	**CREDIT**	03

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Prepare varieties of yeast leavened dough	1.1 Ingredients selected, measured and weighed according to recipe requirements and established standards and procedures 1.2 Appropriate equipment used according to required pastry and bakery products and standard operating procedures 1.3 Different dough prepared in accordance with recipe specifications 1.4 Techniques for bulk fermenting, knocking back, scaling, molding and proving demonstrated 1.5 Products proofed according to specified temperature and other conditions
2. Fill and bake breads and yeast goods	2.1 Required oven temperature selected to bake goods in accordance with standard recipe specifications for the desired characteristics 2.2 Techniques for filling and molding demonstrated 2.3 Selected bakery goods filled and decorated, where required and appropriate, in accordance with standard recipes 2.4 Breads and bakery goods baked and finished according to recipe specifications
3. Finish and present breads and bakery products, and store finished products	3.1 Breads and bakery products arranged on display trays for presentations 3.2 Breads and bakery products packed and stored according to established standards and procedures, taking into consideration the environmental factors such as the atmosphere, humidity and temperature 3.3 Food safety and hygiene procedures

	demonstrated

Range Statement

Recipes and products handled and prepared

The following recipes or their substitute applications must be practiced:

- ✓ Basic brown bread
- ✓ Basic white bread
- ✓ Bread rolls
- ✓ Chelsea buns
- ✓ Currant bun
- ✓ Jam filled buns
- ✓ Pizza
- ✓ Sweet buns
- ✓ Sweet filled buns
- ✓ Brioche
- ✓ Savarin
- ✓ Babas
- ✓ Baguette
- ✓ Doughnuts

Techniques practiced

The following techniques must be practiced:

- ✓ Mixing
- ✓ Kneading
- ✓ Bulk fermenting
- ✓ Knocking back
- ✓ Proving
- ✓ Scaling
- ✓ Molding
- ✓ Baking
- ✓ Filling

Tools, equipment and material used in this unit may include:

Tools and equipment:

- ✓ Baking sheets and containers
- ✓ Bowls
- ✓ Bread tins
- ✓ Pastry brushes
- ✓ Cake and sponge tins and moulds
- ✓ Baking trays
- ✓ Commercial mixers and attachments
- ✓ Dough sheeter
- ✓ Measuring cups and spoons

- ✓ Oven

Materials:

- ✓ Apricot glaze
- ✓ Butter
- ✓ Currants
- ✓ Eggs
- ✓ Flour
- ✓ Margarine
- ✓ Milk
- ✓ Mixed spice
- ✓ Pizza topping
- ✓ Rum
- ✓ Salt
- ✓ Savarin syrup
- ✓ Sugar-granulated
- ✓ Sultanas
- ✓ Yeast

ASSESSMENT GUIDE

Forms of assessment

- ✓ Observation of practical demonstration by the candidate on preparing, cooking and baking, filling, finishing, decorating and presenting specialized pastry and bakery products
- ✓ Questions to determine the underpinning knowledge of the candidate related to tasks to be performed
- ✓ Third party/workplace reports of on-the-job performance of the candidate

Assessment context

Assessment may be done in the workplace or a simulated work environment.

Critical aspects (for assessment)

Assessment requires evidence that the candidate:

- ✓ Demonstrated ability to produce a range of specialist bakery products according to standard recipes and establishment's procedures
- ✓ Demonstrated ability to store and package pastry and bakery products according to establishment's standards and procedures
- ✓ Performed preparatory task of calculating recipes, planning the work, assembling commodities and utensils prior to starting food preparation.
- ✓ Demonstrated application of hygiene and safety principles according to established standards and procedures

Assessment conditions
Assessment is conducted in examination situation where strict examination rules are followed.

Resources required for assessment
- ✓ Commercial kitchen environment and industrial equipment and utensils for preparing dough, baking and finishing yeast-based products.
- ✓ Use of fillings and toppings for selected products.

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
✓ Properties of the ingredients used ✓ Varieties and characteristics of bakery products ✓ Principles and practices of hygiene particularly in relation to filling and decorating finished products ✓ Portion control and yield ✓ Creative, artistic skills in decoration and presentation ✓ Related culinary terms	✓ Portion control and yield determination ✓ Safe work practices, particularly in relation to handling products that will not be cooked further ✓ Safe use of equipment and utensils ✓ Storage conditions for pastry and bakery products and optimizing shelf-life ✓ Routine maintenance and handling of equipment and utensils

UNIT TITLE	Prepare and present croissants, Danish and puff pastry items
DESCRIPTOR	This unit deals with the skills and knowledge required by pâtissiers in hospitality establishments to prepare and produce croissants and a variety of Danish and puff pastry products. Unit prepares learners on preparing dough, cut, fill, bake and finish pastry products.

CODE	TOUS04CR16V2/20	LEVEL	III	CREDIT	03

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Prepare Puff and Danish pastry dough	1.1 Ingredients selected, measured and weighed according to recipe requirements and established standards and procedures 1.2 Appropriate equipment used according to required pastry and bakery products and standard operating procedures 1.3 Puff pastry dough prepared in accordance with recipe specifications and rested 1.4 Danish pastry dough proofed according to specified temperature and other conditions 1.5 Dough rolled layered and sheeted demonstrating skill and proper technique
2. Cut, fill and bake croissants, Danish and puff pastries	2.1 Required oven temperature selected to bake goods in accordance with standard recipe specifications for the desired characteristics 2.2 Techniques for cutting sheeted dough, filling and shaping demonstrated 2.3 Selected bakery goods filled and decorated, where required and appropriate, in accordance with standard recipes 2.4 Croissants, Danish and puff pastries baked and finished according to recipe specifications
3. Finish and present croissants, Danish and puff pastry products	3.1. Croissants, Danish and puff pastry products arranged on display trays for presentations 3.2. Breads and bakery products packed and stored according to established standards and procedures

	3.3. Food safety and hygiene procedures demonstrated
4. Store prepared dough	4.1. Prepared dough sheets stored for use later as per standard procedures 4.2. Cut, shaped and filled uncooked products stored for baking before service as per standard procedures 4.3. Proper techniques for storing uncooked Danish and puff pastry demonstrated 4.4. Proper techniques for storing baked Danish and puff pastry products demonstrated, taking into consideration the environmental factors such as the atmosphere, humidity and temperature

Range Statement

Recipes and products handled and prepared

The following recipes or their substitute applications must be practiced:

- ✓ Croissants
- ✓ Cream horns
- ✓ Vol-au-vents
- ✓ Bouchées
- ✓ Turnovers
- ✓ Mille Feuillet
- ✓ Cheese straws
- ✓ Palmier
- ✓ Sausage rolls

Techniques practiced

The following techniques must be practiced:

- ✓ Kneading
- ✓ Inserting pastry margarine
- ✓ Rolling /sheeting
- ✓ Cutting
- ✓ Filling
- ✓ Glazing

Tools, equipment and material used in this unit may include:
Tools and equipment:

- ✓ Baking sheets and containers
- ✓ Bowls
- ✓ Commercial mixers and attachments
- ✓ Cutting implements
- ✓ Dough sheeter
- ✓ Table with granite/marble slab
- ✓ Graters
- ✓ Measures
- ✓ Cutters
- ✓ Oven
- ✓ Range
- ✓ Piping bags and attachments
- ✓ Scales
- ✓ Spatulas, wooden spoons
- ✓ Pans
- ✓ Whisks

Materials:

- ✓ Apple
- ✓ Apricot
- ✓ Butter
- ✓ Chocolate-cooking
- ✓ Currants
- ✓ Custard powder
- ✓ Cheese-grated
- ✓ Eggs
- ✓ Flour
- ✓ Fondant
- ✓ Glacé cherries
- ✓ Jam-apricot
- ✓ Mixed Spice
- ✓ Nutmeg
- ✓ Pastry cream
- ✓ Pastry margarine
- ✓ Salt

- ✓ Sausage
- ✓ Sugar-granulated
- ✓ Sultanas
- ✓ Whipping cream
- ✓ Yeast

ASSESSMENT GUIDE

Forms of assessment

- ✓ Observation of practical demonstration by the candidate on preparing, cooking and baking, filling, finishing, decorating and presenting specialized pastry and bakery products
- ✓ Questions to determine the underpinning knowledge of the candidate related to tasks to be performed
- ✓ Third party/workplace reports of on-the-job performance of the candidate

Assessment context

Assessment may be done in the workplace or a simulated work environment.

Critical aspects (for assessment)

- ✓ Assessment requires evidence that the candidate:
- ✓ Demonstrated ability to produce a range of pastry products according to standard recipes and establishment's procedures
- ✓ Demonstrated ability to store and package pastry and bakery products according to establishment's standards and procedures
- ✓ Performed preparatory task of calculating recipes, planning the work, assembling commodities and utensils prior to starting food preparation.
- ✓ Demonstrated application of hygiene and safety principles according to established standards and procedures

Assessment conditions

Assessment is conducted in examination situation where strict examination rules are followed.

Resources required for assessment

- ✓ Commercial kitchen environment and industrial equipment and utensils for preparing croissants, Danish and puff pastry products
- ✓ Use of creams, sauces, glazes and fillings used in finishing related products

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS

✓ Properties of the ingredients used ✓ Varieties and characteristics of bakery commodities ✓ Principles and practices of hygiene particularly in relation to filling and decorating finished products ✓ Portion control and yield ✓ Creative, artistic skills in decoration and presentation ✓ Related culinary terms ✓ Interpret key information from recipes ✓ Conversation tables, ratios and measures ✓ Knowledge of personal hygiene ✓ Knowledge of safe food handling ✓ Time management	✓ Portion control and yield determination ✓ Safe work practices, particularly in relation to handling products that will not be cooked further ✓ Safe use of equipment and utensils ✓ Storage conditions for pastry and bakery products and optimizing shelf-life ✓ Routine maintenance and handling of equipment and utensils ✓ Follow personal hygiene and food handling procedures ✓ Ability to interpret and apply key information from recipes ✓ Ability to implement production schedules set by the enterprise

UNIT TITLE	**Prepare and present gateaux, tortes, cakes and sponge products**				
DESCRIPTOR	This unit deals with the skills and knowledge required by pâtissiers in hospitality establishments to prepare and present gateaux, tortes, cakes and sponge products. Finishing the products by individual, suitable decorations according to the standard recipes.				
CODE	TOUS04CR17V2/20	**LEVEL**	III	**CREDIT**	03

ELEMENTS OF COMPETENCIES	**PERFORMANCE CRITERIA**

1. Prepare sponges and cakes	1.1. Ingredients selected, measured and weighed according to recipe requirements, standard recipe requirements, enterprise practices and customer practices 1.2. Required oven temperature selected to bake goods in accordance with desired characteristics, standard recipe specifications and enterprise practices 1.3. Sponges and cakes prepared according to recipe specifications and desired product characteristics 1.4. Appropriate equipment used according to required pastry and bakery products and standard operating procedures. 1.5. Sponges and cakes cooled according to established standards and procedures
2. Prepare and use fillings	2.1. Fillings prepared and selected in accordance with required consistency and appropriate flavours 2.2. Slice or layer sponges and cakes filled and assembled according to standard recipe specifications, enterprise practice and customer preferences 2.3. Coatings and sidings selected according to the product characteristics and required recipe specifications
3. Decoration	3.1. Sponges and cakes decorated suited to the product and occasion, using creative techniques and in the accordance with standard recipes and enterprise practices 3.2. Suitable icings and decorations used according to standard recipes and/or enterprise standards and customer preferences
4. Present cakes	4.1. Cakes presented in accordance with customer expectations and established standards and procedures equipment are selected and used in accordance with service requirements 4.2. Product freshness, appearances and eating qualities are maintained in accordance with the established standards and procedures 4.3. Cakes marked or cut into portions as set by the

		recipe to minimize wastage and in accordance with enterprise specifications and customer preferences
5. Store cakes	5.1. 5.2.	Cakes stored in accordance with establishment's standards and procedures Storage methods identified in accordance with product specifications and established standards and procedures, taking into consideration the environmental factors such as the atmosphere, humidity and temperature

Range Statement

Recipes and products handled and prepared

The following recipes or their substitute applications must be practiced:

- ✓ Genoese sponge
- ✓ Swiss roll
- ✓ Basic sponge
- ✓ Sponge fingers
- ✓ Madeira cake
- ✓ Rich fruit cake
- ✓ Pound cake
- ✓ Tea cake

Techniques practiced

The following techniques must be practiced:

- ✓ Weighing
- ✓ Measuring
- ✓ Sifting
- ✓ Whisking
- ✓ Piping
- ✓ Whipping
- ✓ Beating
- ✓ Folding
- ✓ Blending
- ✓ Slicing
- ✓ Filling
- ✓ Topping
- ✓ Dusting

Tools, equipment and material used in this unit may include:

Tools and equipment:

- ✓ Baking sheets, cake and sponge tins and moulds

- ✓ Beaters
- ✓ Bowl cutters
- ✓ Bowls
- ✓ Commercial mixers and attachments
- ✓ Cutting implements
- ✓ Graters
- ✓ Measures
- ✓ Ovens
- ✓ Refrigerator
- ✓ Microwave
- ✓ Piping bags and attachments
- ✓ Weighing scales
- ✓ Measuring cups and spoons
- ✓ Measuring jug
- ✓ Spatulas, wooden spoons and pastry brushes
- ✓ Whisks

Materials (and fillings):

- ✓ Almond-ground
- ✓ Baking powder
- ✓ Butter
- ✓ Creams
- ✓ Currants
- ✓ Custard
- ✓ Eggs
- ✓ Flour
- ✓ Fondant
- ✓ Fruit purees
- ✓ Icing sugar
- ✓ Jam-apricot
- ✓ Jams
- ✓ Lemon/lime
- ✓ Margarine
- ✓ Milk
- ✓ Mixed Peel
- ✓ Mixed Spice
- ✓ Mousses
- ✓ Nuts
- ✓ Sugar-brown
- ✓ Sugar-castor
- ✓ Sugar-granulated

Sultanas Decorations:

- ✓ Chocolates
- ✓ Colored/flavored sugar
- ✓ Fresh and preserved/crystallized fruits
- ✓ Fruit purees
- ✓ Glazes and jellies
- ✓ Icing
- ✓ Marzipan coatings
- ✓ Nuts, whole or crushed
- ✓ Sprinkled icing sugar

ASSESSMENT GUIDE

Forms of assessment

- ✓ Observation of practical demonstration by the candidate on preparing, cooking and baking, filling, finishing, decorating and presenting cakes and cake products.
- ✓ Questions to determine the underpinning knowledge of the candidate related to tasks to be performed
- ✓ Third party/workplace reports of on-the-job performance of the candidate
- ✓ review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate

Assessment context

Assessment may be done in the workplace or a simulated work environment.

Critical aspects (for assessment)

Assessment requires evidence that the candidate:

- ✓ Demonstrated ability to produce a range of specialist cake and sponge products, according to standard recipes and establishment's procedures.
- ✓ Demonstrated ability to produce a quantity of cake and sponge products according to standard recipes and establishment's procedures
- ✓ Demonstrated ability to store and package cake and sponge products according to establishment's standards and procedures
- ✓ Performed preparatory task of calculating recipes, planning the work, assembling commodities and utensils prior to starting food preparation.
- ✓ Demonstrated application of hygiene and safety principles according to established standards and procedures
- ✓ Ability to apply knowledge to specific guiding contexts

Assessment conditions

Assessment is conducted in examination situation where strict examination rules are followed.

Resources required for assessment

- ✓ Commercial kitchen environment and industrial equipment and utensils for preparing cake and sponge products.
- ✓ Use of fillings and decorations for using in cake and sponge products

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
✓ Properties of the ingredients used ✓ Varieties and characteristics of bakery products ✓ Principles and practices of hygiene particularly in relation to filling and decorating finished products ✓ Use of fillings and decorations for cake and sponge products ✓ Portion control and yield ✓ Creative, artistic skills in decoration and presentation ✓ Related culinary terms ✓ Interpret key information from recipes ✓ Conversation tables, ratios and measures ✓ Knowledge of personal hygiene ✓ Knowledge of safe food handling ✓ Time management	✓ Portion control and yield determination ✓ Safe work practices, particularly in relation to handling products that will not be cooked further ✓ Safe use of equipment and utensils ✓ Storage conditions for pastry and bakery products and optimizing shelf-life ✓ Preparation of fillings for cake and sponge products ✓ Routine maintenance and handling of equipment and utensils ✓ Follow personal hygiene and food handling procedures ✓ Ability to interpret and apply key information from recipes ✓ Ability to implement production schedules set by the enterprise

UNIT TITLE	**Prepare and present (fruit based) desserts and pancakes**				
DESCRIPTOR	This unit deals with the skills and knowledge required by pâtissiers in hospitality establishments to prepare and produce a variety of creams, sauces, glazes and sweet and savory fillings for filling varieties of pastry and bakery products.				
CODE	TOUS04CR18V2/20	**LEVEL**	III	**CREDIT**	03

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Prepare fruits for fillings and presentations	1.1. A variety of fruits, selected, cleaned, measured and weighed according to recipe requirements, standard recipe requirements, enterprise practices and customer practices 1.2. Fruits prepared according to recipes set by the enterprise 1.3. Appropriate equipment and techniques used according to standard operating procedures
2. Store fruit-based desserts	2.1 Fruit based desserts stored according to established standards and procedures 2.2 Food safety and hygiene procedures demonstrated
3. Prepare batters for pancakes	3.1 Batters prepared in accordance with standard recipes and/or enterprise standards 3.2 Proper mixing techniques demonstrated to established standards and procedures
4. Prepare and fill pancakes	4.1 Pancakes prepared with and without fillings in accordance with standard operating procedures

Range Statement

Recipes and products handled and prepared

The following recipes or their substitute applications must be practiced:

- ✓ Fresh fruit salad
- ✓ Stewed fruits
- ✓ Fruit fools
- ✓ Poached fruits
- ✓ Glazed fruits
- ✓ Pancake batter
- ✓ Crêpe Suzette
- ✓ Yeast batter

Techniques practiced

The following techniques must be practiced:

- ✓ Weighing
- ✓ Measuring
- ✓ Cutting
- ✓ Whisking
- ✓ Stirring

- ✓ Beating
- ✓ Folding
- ✓ Mixing
- ✓ Filling
- ✓ Poaching
- ✓ Stewing
- ✓ Glazing
- ✓ Topping

Tools, equipment and material used in this unit may include:

Tools and equipment:

- ✓ Beaters
- ✓ Bowls
- ✓ Cutting implements
- ✓ Measures
- ✓ Moulds, shapes and cutters
- ✓ Burner
- ✓ Microwave
- ✓ Refrigerator
- ✓ Measuring cups and spoons
- ✓ Measuring scales
- ✓ Omelet / Pancake pans
- ✓ Pots
- ✓ Spatulas, wooden spoons, pastry brushes
- ✓ Whisks

Materials:

- ✓ Apple
- ✓ Apricot
- ✓ Banana
- ✓ Butter
- ✓ Cinnamon
- ✓ Currants
- ✓ Eggs
- ✓ Flour
- ✓ Fruit Juice
- ✓ Fruit tin
- ✓ Glacé cherries
- ✓ Golden syrup
- ✓ Grapes
- ✓ Lemon/lime
- ✓ Mace
- ✓ Orange
- ✓ Papaya
- ✓ Pears
- ✓ Pineapple
- ✓ Pineapple-tin

- ✓ Salt
- ✓ Strawberries
- ✓ Sugar-granulated
- ✓ Sultanas
- ✓ Vanilla pod/essence

ASSESSMENT GUIDE

Forms of assessment

- ✓ Observation of practical demonstration by the candidate on preparing and cooking filling, finishing, decorating and presenting fruit-based desserts, pancakes and sweet omelets.
- ✓ Questions to determine the underpinning knowledge of the candidate related to tasks to be performed
- ✓ Third party/workplace reports of on-the-job performance of the candidate

Assessment context
Assessment may be done in the workplace or a simulated work environment.

Critical aspects (for assessment)
Assessment requires evidence that the candidate:

- ✓ Demonstrated ability to produce a range of fruit-based desserts, pancakes and sweet omelets according to standard recipes and establishment's procedures
- ✓ Demonstrated ability to store and fruit-based desserts, pancakes and sweet omelets according to establishment's standards and procedures
- ✓ Performed preparatory task of calculating recipes, planning the work, assembling commodities and utensils prior to starting food preparation.
- ✓ Demonstrated application of hygiene and safety principles according to established standards and procedures

Assessment conditions
Assessment is conducted in examination situation where strict examination rules are followed.

Resources required for assessment
- ✓ Commercial kitchen environment and industrial equipment and utensils for preparing fruit-based desserts, pancakes and sweet omelets.
- ✓ Use of pastry and bakery products for using in fruit-based desserts, pancakes and sweet omelets

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
✓ Properties of the ingredients used ✓ Varieties and characteristics of bakery products ✓ Principles and practices of hygiene particularly in relation to filling and decorating finished products ✓ Portion control and yield ✓ Creative, artistic skills in decoration and presentation ✓ Related culinary terms ✓ Interpret key information from recipes ✓ Conversation tables, ratios and measures ✓ Knowledge of personal hygiene ✓ Knowledge of safe food handling ✓ Time management	✓ Portion control and yield determination ✓ Safe work practices, particularly in relation to handling products that will not be cooked further ✓ Safe use of equipment and utensils ✓ Storage conditions for pastry and bakery products and optimizing shelf life ✓ Routine maintenance and handling of equipment and utensils ✓ Follow personal hygiene and food handling procedures ✓ Ability to interpret and apply key information from recipes ✓ Ability to implement production schedules set by the enterprise

UNIT TITLE	Prepare and present baked and steamed puddings				
DESCRIPTOR	This unit deals with the skills and knowledge required by pâtissiers in hospitality establishments to prepare and produce a variety of baked and steamed puddings and finish up the dish with the appropriate, decoration in accordance to the recipe standards.				
CODE	TOUS04CR19V2/20	**LEVEL**	III	**CREDITS**	03

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Prepare steamed puddings	1.1 A variety of baked and steamed puddings prepared according to standard recipes and desired product characteristics 1.2 Ingredients selected, measured and weighed according to recipe requirements and established standards and procedures 1.3 Appropriate equipment used for steamed and baked puddings according to recipes and standard operating procedures 1.4 Batters prepared in accordance with enterprise standards. 1.5 Products rested according to specified temperature and other conditions 1.6 Required oven temperature selected to bake and steam goods in accordance with the desired characteristics, standards recipe specifications and enterprise practices 1.7 Use of equipment and proper techniques demonstrated for steaming by double boiler method.
2. Store baked and steamed puddings	2.1 Baked and steamed puddings stored according to established standards and procedures, taking into consideration environmental conditions such as the atmosphere, humidity and temperature 2.2 Food safety and hygiene procedures demonstrated
3. Decorate and present baked and steamed puddings	3.1 Baked and steamed puddings decorated where required and appropriate, in accordance with standard recipes

	3.2 Baked and steamed puddings finished and presented according to established standards and procedures

Range Statement

Recipes and products handled and prepared

The following recipes or their substitute applications must be practiced:

- ✓ Bread and butter pudding
- ✓ Cabinet/diplomat pudding
- ✓ Foni Bokiba varieties
- ✓ Crème caramel
- ✓ French rice pudding
- ✓ Fruit condé
- ✓ Rice condé
- ✓ Rice croquettes
- ✓ Rice empress

Techniques practiced

The following techniques must be practiced:

- ✓ Mixing
- ✓ Stirring
- ✓ Steaming
- ✓ Folding
- ✓ Topping
- ✓ Double-boiling

Tools, equipment and material used in this unit may include:

Tools and equipment:

- ✓ Bowls
- ✓ Cutting implements
- ✓ Double boiling pan
- ✓ Measuring scale
- ✓ Measuring cups and spoons
- ✓ Moulds, shapes and cutters
- ✓ Oven with steam utility
- ✓ Burner
- ✓ Piping bags and attachments
- ✓ Scales
- ✓ Spatulas, wooden spoons, pastry brushes
- ✓ Cooking pans
- ✓ Whisks
- ✓ Baking trays

Materials:

- ✓ Angelica
- ✓ Apple
- ✓ Apricot glaze
- ✓ Apricot sauce
- ✓ Bread
- ✓ Breadcrumbs
- ✓ Butter
- ✓ Candied fruit
- ✓ Candied peel
- ✓ Double cream
- ✓ Eggs
- ✓ Gelatin
- ✓ Glacé cherries
- ✓ Kiwi
- ✓ Milk
- ✓ Pears
- ✓ Raspberry glaze
- ✓ Rice-short grain
- ✓ Salt
- ✓ Sugar-granulated
- ✓ Sultanas
- ✓ Vanilla pod/essence

ASSESSMENT GUIDE

Forms of assessment

- ✓ Observation of practical demonstration by the candidate on preparing, cooking and baking, finishing, decorating and presenting steamed and baked puddings.
- ✓ Questions to determine the underpinning knowledge of the candidate related to tasks to be performed
    - ✓ Third party/workplace reports of on-the-job performance of the candidate

Assessment context
Assessment may be done in the workplace or a simulated work environment.

Critical aspects (for assessment)
Assessment requires evidence that the candidate:

- ✓ Demonstrated ability to produce a range of steamed and baked puddings according to standard recipes and establishment's procedures
- ✓ Demonstrated ability to store, retrieve and present steamed and baked puddings according to establishment's standards and procedures

- ✓ Performed preparatory task of calculating recipes, planning the work, assembling commodities and utensils prior to starting food preparation.
- ✓ Demonstrated application of hygiene and safety principles according to established standards and procedures

Assessment conditions
Assessment is conducted in examination situation where strict examination rules are followed.

Resources required for assessment
- ✓ Commercial kitchen environment and industrial equipment and utensils for preparing steamed and baked puddings.
- ✓ Use of pastry and bakery products for using in steamed and baked puddings

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
✓ Properties of the ingredients used ✓ Characteristics of agar-agar and gelatin ✓ Preparation of dried fruit mixes for use in cooking ✓ Principles and practices of hygiene particularly in relation to filling and decorating finished products ✓ Portion control and yield ✓ Creative, artistic skills in decoration and presentation ✓ Related culinary terms ✓ Interpret key information from recipes ✓ Conversation tables, ratios and measures ✓ Knowledge of personal hygiene ✓ Knowledge of safe food handling ✓ Time management	✓ Portion control and yield determination ✓ Safe work practices, particularly in relation to handling products that will not be cooked further ✓ Safe use of equipment and utensils ✓ Use of gelatin and agar-agar in preparation of jellies ✓ Storage conditions for pastry and bakery products and optimizing shelf life ✓ Routine maintenance and handling of equipment and utensils ✓ Follow personal hygiene and food handling procedures ✓ Ability to interpret and apply key information from recipes ✓ Ability to implement production schedules set by the enterprise

UNIT TITLE	Clean kitchen premises and equipment

DESCRIPTOR	This unit describes the performance outcomes, skills and knowledge required to clean food preparation areas, storage areas, and equipment in commercial kitchens to ensure the safety of food. It requires the ability to work safely and to use resources efficiently to reduce negative environmental impacts.				
CODE	TOUS04CR20V2/20	**LEVEL**	III	**CREDIT**	03

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Clean and sanitise kitchen equipment.	1.1 Cleaning agents and chemicals selected and prepared according to cleaning schedule and product usage instructions. 1.2 Equipment cleaned and sanitized to ensure safety of food that is prepared and served to customers. 1.3 Stored cleaned equipment in designated areas.
2. Clean service-ware and utensils.	2.1 Service-ware and utensils sorted and loaded onto dishwasher. 2.2 Items inappropriate for dishwasher are handwashed properly. 2.3 Broken or chipped service-ware disposed of within scope of responsibility, and losses reported to Supervisor. 2.4 Ensure that sufficient supplies of clean, undamaged crockery are available at all times during the service period.
3. Clean and sanitise kitchen premises.	3.1 Kitchen surfaces and ***food preparation and storage areas*** cleaned and sanitized according to cleaning schedule to ensure the safety of food that is prepared and served to customers. 3.2 Any animal and pest waste cleaned, and incidents of infestation. 3.3 In the event of a chemical accident, safety procedures are strictly adhered to, followed and reported. 3.4 Dirty linen sorted and removed according to organisational procedures. 3.5 Kitchen waste is sorted and disposed of

		promptly to avoid cross-contamination
4. Work safely and reduce negative environmental impacts.	4.1	Cleaning agents and chemicals for cleaning equipment is used safely and according to manufacturer instructions.
	4.2	Relevant personal protective equipment is used and safe manual handling techniques applied when cleaning equipment and premises.
	4.3	Negative environmental impacts reduced through efficient use of energy, water and other resources.
	4.4	General kitchen waste from recyclables sorted and disposed of in designated recycling bins.
	4.5	Kitchen waste, especially hazardous substances are disposed of safely to minimise negative environmental impacts.

Range Statement

Food preparation and storage areas must include:

- ✓ benches and working surfaces
- ✓ cool rooms
- ✓ cupboards
- ✓ pantry
- ✓ freezers
- ✓ fridges
- ✓ microwaves
- ✓ ovens
- ✓ storerooms
- ✓ Stoves.

Tools, equipment and material used in this unit may include:

Tools, equipment and material used in this unit may include

Cleaning agents and chemicals include:

- ✓ liquid
- ✓ powder
- ✓ tablets
- ✓ bleach
- ✓ cleaning agents for specialized surfaces
- ✓ deodorisers
- ✓ dishwashing liquid
- ✓ disinfectants
- ✓ floor cleaners

- ✓ glass cleaner
- ✓ stainless steel cleaner and polish
- ✓ window cleaner.
- ✓ Handwash

Kitchen equipment includes:

- ✓ food preparation equipment
- ✓ dishwashers
- ✓ extraction fans
- ✓ garbage bins
- ✓ glasswashers

Mechanical food preparation equipment:

- ✓ bowl choppers
- ✓ commercial mixers, grinders, food processors, blenders and attachments
- ✓ bakery mixer and attachments
- ✓ mincers
- ✓ slicing machines
- ✓ ovens
- ✓ scales
- ✓ thermometers

Service ware and utensils may include:

- ✓ chopping boards
- ✓ containers
- ✓ cooking utensils
- ✓ crockery
- ✓ cutlery
- ✓ dishes
- ✓ glassware
- ✓ graters
- ✓ knives
- ✓ pans
- ✓ pots
- ✓ trays

Kitchen surfaces include:

- ✓ floors
- ✓ shelves
- ✓ walls

Food preparation and storage areas include:

- ✓ worktables, benches and countertops
- ✓ cool rooms
- ✓ cupboards
- ✓ freezers
- ✓ fridges
- ✓ microwaves

- ✓ ovens
- ✓ storerooms
- ✓ stoves

Safety procedures may relate to:

- ✓ disposal of contaminated food
- ✓ first aid
- ✓ treatment of food preparation area and equipment to avoid any risk to food

Linen may include:

- ✓ cleaning cloths
- ✓ clothing
- ✓ napkins
- ✓ serving cloths
- ✓ tablecloths
- ✓ tea towels

Kitchen waste may include:

- ✓ animal fat
- ✓ any used or out of date ingredient or food item
- ✓ broken service ware
- ✓ cooking oils
- ✓ food waste
- ✓ grease
- ✓ hazardous substances
- ✓ oils
- ✓ pest waste
- ✓ food packing material

Cleaning equipment may include:

- ✓ cloths
- ✓ dishwashers
- ✓ glasswashers
- ✓ brooms, brushes and dustpans
- ✓ buckets
- ✓ cleaning cloths
- ✓ floor scrubbers or polishers
- ✓ mops
- ✓ pressurized steam and water cleaners
- ✓ swabs
- ✓ waste sink for mops
- ✓ spray bottles and other devices in which cleaning chemicals or detergents are stored

Personal protective equipment may include:

- ✓ face masks
- ✓ gloves
- ✓ goggles
- ✓ rubber aprons
- ✓ hair covering

- ✓ appropriate shoes
- ✓ appropriate uniform

Recyclables may include:

- ✓ glass bottles and jars
- ✓ plastics
- ✓ paper and cardboard
- ✓ tin or aluminum containers
- ✓ fruit and vegetable matter

Hazardous substances may include:

- ✓ animal fat
- ✓ chemicals
- ✓ cleaning agents
- ✓ cooking oils
- ✓ ghee
- ✓ grease

ASSESSMENT GUIDE

Forms of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- ✓ direct observation of the individual cleaning a fully equipped commercial kitchen and storage areas
- ✓ inspection of areas cleaned by the individual
- ✓ written or oral questioning to assess knowledge of:
- ✓ the importance and purpose of cleaning regimes
- ✓ different types of cleaning agents and chemicals
- ✓ cleaning sanitizing and disinfecting methods
- ✓ disposal methods for waste and hazardous substances
- ✓ Review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Assessment context
Assessment of this unit must be completed on the job or in a simulated work environment which reflects a range of safe working practices.

Critical aspects (for assessment)
It is essential that the candidate applied safety and hygiene guidelines effectively.

- ✓ Evidence of the ability to:
- ✓ efficiently clean food preparation, storage areas, large and small equipment, service ware and utensils in commercial kitchens on multiple occasions according to cleaning schedules
- ✓ work safely and use resources efficiently to reduce negative environmental impacts
- ✓ integrate knowledge of:
- ✓ different types of cleaning agents and chemicals for kitchens and equipment
- ✓ cleaning sanitizing and disinfecting methods for kitchens and equipment
- ✓ correct and environmentally sound disposal methods for waste and hazardous substances
- ✓ complete cleaning tasks within commercial time constraints

Assessment conditions
- ✓ Assessment is conducted in examination situation where strict examination rules are followed.
- ✓ Resources required for assessment

UNDERPINNING KNOWLEDGE AND SKILLS

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
✓ hygiene and cross-contamination issues for kitchens and the importance and purpose of cleaning regimes ✓ different types of cleaning and sanitizing products, chemicals for kitchens and equipment: ➢ uses ➢ safe use ➢ safe storage ✓ equipment used to clean kitchen premises and equipment reporting mechanisms for infestations standards of presentation for the premises ✓ safe practices for using and storing hazardous substances ✓ cleaning and sanitizing methods for: ✓ kitchen floors, shelves and walls ✓ kitchen equipment, service ware and	✓ arithmetic and numeric skills to calculate the dilution requirements for chemicals and cleaning products ✓ undertake safe manual handling jobs ✓ competent to follow safety regulations, including skills to sequence the stages of cleaning kitchen equipment and premises ✓ competent to work safely with workplace equipment, materials and colleagues ✓ Read and comprehend workplace documents or diagrams that interpret content of cleaning schedules, safety procedures, manufacturer instructions for cleaning agents and chemicals, and equipment. ✓ literacy skills to write simple notes to report broken service ware and infestation incidents ✓ communication skills to report and discuss the disposal of broken service ✓ recognize a chemical accident and follow

utensils ✓ correct use of personal protective equipment ✓ safe manual handling techniques for cleaning equipment and premises, especially bending, lifting and carrying heavy equipment ✓ environmental impacts of cleaning commercial kitchens and equipment, and minimal impact practices to reduce the impacts – especial in relation to conservation of water and energy ✓ correct and environmentally sound disposal methods for kitchen waste, including hazardous substances and recyclable glass, plastic bottles and containers ✓ information on equipment that is used to clean the kitchen to ensure safe operational practices ✓ Reporting mechanisms for infestation	safety procedures to avoid food contamination ✓ technology skills to use automatic dishwashers and reassemble kitchen equipment after cleaning