

National Certificate in Hospitality (Food and Beverage Service) (Level 3) with strands in Food Service, Barista, Beverage Service, Bar Service, Wine Service, and Functions Service

Level	3
Credits	72-76

This qualification has been **reviewed**. The last date to meet the requirements is 31 December 2015.

Purpose

This qualification recognises the competence, knowledge, and skills required by experienced operators in a food and beverage service role under general supervision in a commercial hospitality environment. This qualification comprises core compulsory and elective sections, and specialist strands. People will complete one or more strands in food service, barista, beverage service, bar service, wine service, and functions service, depending upon the type of hospitality establishment they are employed in. The core elective section enables candidates to include unit standards from other relevant hospitality domains that support their job roles.

The qualification will be awarded to people who have demonstrated the skills and knowledge necessary to work in a food and beverage service role, including correct use of service techniques and equipment, customer interaction skills, promotion and up-selling, product knowledge, safe food handling practices, and compliance with health and safety legislation. The holder will also demonstrate a range of interpersonal, personal presentation, numeracy, literacy, and teamwork skills required to work in a commercial food and beverage service environment.

This certificate builds on, and has compulsory credits in common with, the National Certificate in Hospitality (Food and Beverage Service) (Level 2) with strands in Counter Food Service, Takeaway Food Service, Table Food Service, Buffet Food Service, and Beverage Service [Ref: 0555] and can lead to the National Certificate in Hospitality (Specialist Food and Beverage Service) (Level 4) with strands in Advanced Food Service, Advanced Beverage Service, Advanced Wine Service, and Guéridon and Silver Service [Ref: 0915].

Replacement Information

This qualification has been replaced by the National Certificate in Hospitality (Bars and Clubs) (Level 3) [Ref: 1555], the National Certificate in Hospitality (Cafes) (Level 3) [Ref: 1554], and the National Certificate in Hospitality (Level 3) with strands in Restaurant Service, and Functions Service [Ref: 1556].

Credit Range

	Core Compulsory	Food Service Strand	Barista Strand	Beverage Service Strand
Level 1 credits	8	-	-	-
Level 2 credits	24	3	4	-
Level 3 credits	12	18	8	8
Minimum totals	44	21	12	8
Minimum total with strand		75	76	72

	Bar Service Strand	Wine Service Strand	Functions Service Strand	Core Elective
Level 3 credits	13	10	10	10-20
Level 4 credits	-	4	-	10-20
Minimum totals	13	14	10	10-20
Minimum total with strand	72	72	72	

Requirements for Award of Qualification

Award of NZQF National Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided on the New Zealand Qualifications Authority (NZQA) website: <http://www.nzqa.govt.nz/qualifications-standards/standards/standards-exclusion-list/>.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

Summary of Requirements

- A minimum of 40 credits at Level 3 or above
- Core Compulsory standards
- Core Elective – Balance

One of the following strands is required

- Food Service Strand
- Barista Strand
- Beverage Service Strand
- Bar Service Strand
- Wine Service Strand
- Functions Service Strand

Detailed Requirements

Core Compulsory

The following standards are required

Core Generic > Core Generic > Work and Study Skills

ID	Title	Level	Credit
1978	Identify basic employment rights and responsibilities, and sources of information and assistance	1	2

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
9677	Participate in a group/team which has an objective(s)	2	3

Humanities > Communication Skills > Reading

ID	Title	Level	Credit
2977	Read texts for practical purposes	1	4

Service Sector > Hospitality > Food and Beverage Service

ID	Title	Level	Credit
14425	Prepare and serve hot and cold non-alcoholic drinks in a commercial hospitality environment	2	2

Service Sector > Hospitality > Food Safety

ID	Title	Level	Credit
167	Practise food safety methods in a food business	2	4
20666	Demonstrate a basic knowledge of contamination hazards and control methods used in a food business	2	2

Service Sector > Hospitality > Hospitality Operations

ID	Title	Level	Credit
14462	Maintain personal presentation and greet customers in the hospitality industry	2	2
14464	Deal with customer complaints in the hospitality industry	3	2
14465	Maintain a safe and secure environment for people in the hospitality industry	3	2
14466	Demonstrate knowledge of procedures to protect people and property in the hospitality industry	2	3
14469	Provide customers with information about an establishment in the hospitality industry	2	2
21853	Provide positive hospitality customer experiences	3	8

ID	Title	Level	Credit
21854	Demonstrate knowledge of providing positive hospitality customer experiences	2	4

Service Sector > Service Sector Skills > Service Sector - Core Skills

ID	Title	Level	Credit
64	Perform calculations for the workplace	1	2
377	Work in a diverse workplace	2	2

Core Elective

The balance of credits to achieve

A minimum of 40 credits at Level 3 or above

May come from the following

Field	Subfield	Domain
Service Sector	Hospitality	Cookery
		Food and Beverage Service
		Food Safety

Food Service Strand

The following standards are required

Service Sector > Hospitality > Food and Beverage Service

ID	Title	Level	Credit
14431	Demonstrate knowledge of food service styles and menu types in the hospitality industry	2	3
14432	Take, amend, and cancel reservations for food and beverage service in a commercial environment	3	3
14435	Seat customers and take initial orders in a commercial hospitality environment	3	3
14437	Provide advanced restaurant food service in a commercial hospitality environment	3	12

Barista Strand

The following standards are required

Service Sector > Hospitality > Food and Beverage Service

ID	Title	Level	Credit
17284	Demonstrate knowledge of coffee origin and production	3	3
17285	Demonstrate knowledge of espresso coffee equipment and recipes and prepare espresso beverages under supervision	2	4
17288	Prepare and present espresso beverages for service	3	5

Beverage Service Strand

The following standards are required

Service Sector > Hospitality > Food and Beverage Service

ID	Title	Level	Credit
4645	Maintain a responsible drinking environment as a server in a licenced commercial environment	3	2
14420	Demonstrate knowledge of alcoholic and non-alcoholic beverages and beverage service equipment	3	4
14422	Provide a beverage service to tables in a licenced commercial environment	3	2

Bar Service Strand

The following standards are required

Service Sector > Hospitality > Food and Beverage Service

ID	Title	Level	Credit
4645	Maintain a responsible drinking environment as a server in a licenced commercial environment	3	2
14420	Demonstrate knowledge of alcoholic and non-alcoholic beverages and beverage service equipment	3	4
14421	Prepare and serve alcoholic beverages in a licenced commercial environment	3	4
17283	Demonstrate knowledge of beer and beer service	3	3

Wine Service Strand

The following standards are required

Service Sector > Hospitality > Food and Beverage Service

ID	Title	Level	Credit
4645	Maintain a responsible drinking environment as a server in a licenced commercial environment	3	2
14426	Prepare, take orders, and serve bottled wines in a licenced commercial environment	3	4
22912	Evaluate Wine	4	4
23060	Demonstrate knowledge of viticulture and wine making	3	4

Functions Service Strand

The following standards are required

Service Sector > Hospitality > Food and Beverage Service

ID	Title	Level	Credit
4645	Maintain a responsible drinking environment as a server in a licenced commercial environment	3	2
14445	Maintain rooms for functions in a commercial hospitality environment	3	3
14446	Provide food and beverage service for functions in a commercial hospitality environment	3	5

Transition Arrangements

Version 7

Version 7 was issued to extend the Last Date for Assessment to December 2015 for versions 5 and 6.

This qualification contains a standard (2977) that has been designated expiring and replaced by a later standard. Candidates who wish to be assessed against replaced standard 2977 should do so before it expires in December 2013. Reverse transition has been included in this qualification to allow candidates to complete the qualification using either the expiring standard or the replacement standard.

For the purpose of this qualification, people who have gained credit for the replacement standard are exempt from the requirement to gain credit for the expiring standard – see table below.

Credit for	Exempt from
25060	2977

For detailed information see Review Summaries on the NZQA website.

Previous versions of the qualification

Version 6 was issued to indicate that this qualification is expiring.

This qualification has been replaced by the National Certificate in Hospitality (Bars and Clubs) (Level 3) [Ref: 1555], the National Certificate in Hospitality (Cafes) (Level 3) [Ref: 1554], and the National Certificate in Hospitality (Level 3) with strands in Restaurant Service, and Functions Service [Ref: 1556].

Version 5 was issued in order to extend the transition provisions for version 3, and the opportunity was taken to make other editorial amendments.

Changes to structure and content

- last date for assessment of version 3 extended to December 2010
- purpose statement amended to remove reference to a proposed qualification
- details of standards 17284, 17285, and 17288 updated to reflect changes made at review
- credits for the Barista Strand increased to 76.

There are no transition consequences arising from this revision for people enrolled on version 4.

This qualification contains standards that replace earlier standards. For the purposes of this qualification, people who have gained credit for the expiring standards are exempt from the requirement to gain credit for the replacement standards – see table below.

Credit for	Exempt from
1979	1978
1300	9677
4636	22912, 23060

Version 4 was issued following a review of the Hospitality standards and to make changes required by industry stakeholders. Changes included: standards' titles, levels and credits updated to reflect the outcome of the standards' review; standards 20666, 21853 and 21854 added to the core compulsory and standard 1979 substituted with standard 1978; Barista Service Strand renamed Barista Strand, and standards 14435, 14440, 14441, 17286 and 17287 removed; Beer Service Strand renamed Bar Service Strand, standards 14422 and 14428 removed and standard 14420 added; Operations Strand removed; Functions Service Strand added; Cookery, Food and Beverage Service and Food Safety domains added to the elective section; credit requirements were adjusted accordingly.

Version 3 was issued in order to make some changes to the qualification content including: the Silver Service and Guéridon Service strands moved to one strand of the level 4 qualification; new strands in Barista Service and Beer Service; standards 4637 and 4638 moved to the Wine Service strand of the level 4 qualification; standards 14423 and 14424 moved to the Beverage Service strand of the level 4 qualification; and standard 14433 added to Operations Strand, and 13342 removed.

NZQF National Qualification Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	November 1998	December 2002
Revision	2	October 2000	December 2002
Review	3	November 2001	December 2010
Review	4	September 2006	December 2012
Revision	5	August 2008	December 2015
Review	6	May 2010	December 2015
Revision	7	March 2011	December 2015

Standard Setting Body

ServiceIQ
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Wellington 6146

Telephone 0800 863 693
Fax 04 817 5399
Email qualifications@serviceiq.org.nz
Website <http://www.serviceiq.org.nz/>

Other standard setting bodies whose standards are included in the qualification

NZQA

Certification

This certificate will display the logos of NZQA, ServiceIQ and the organisation that has been granted consent to assess against standards that meet the requirements of the qualification (accredited).

Classification

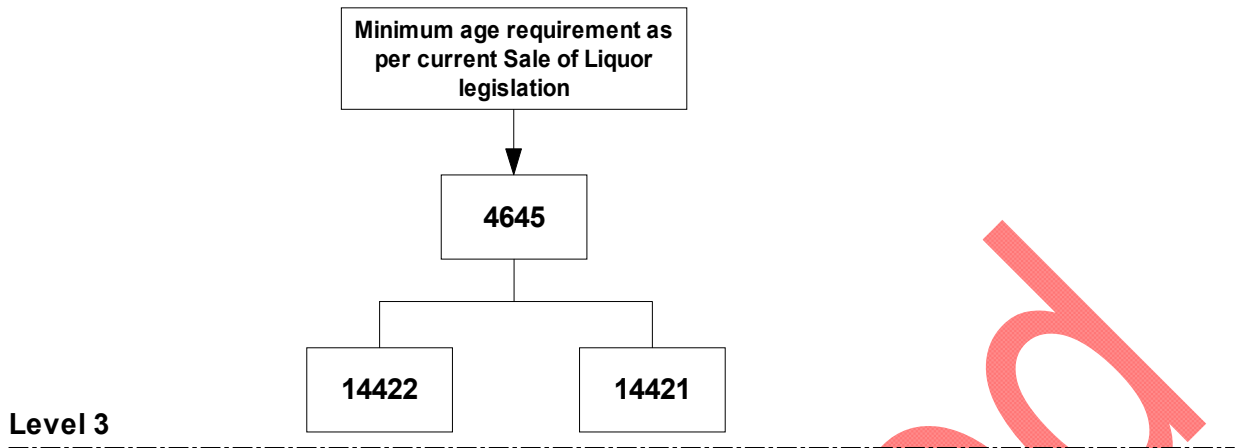
This qualification is classified according to the classification system listed on the Directory of Assessment Standards (DAS) and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

DAS Classification		NZSCED	
Code	Description	Code	Description
310	Service Sector > Hospitality	110103	Food, Hospitality and Personal Services > Food and Hospitality > Food and Beverage Service

Quality Management Systems

Providers and Industry Training Organisations must be granted consent to assess by a recognised Quality Assurance Body before they can register credits from assessment against standards. Accredited providers and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Accreditation requirements and the moderation system are outlined in the associated Accreditation and Moderation Action Plan (AMAP) for each standard.

Prerequisite Diagram



Reviewed