

Title	Demonstrate specialist knowledge of dairy products in a delicatessen		
Level	4	Credits	6

Purpose	People credited with this unit standard are able to demonstrate specialist knowledge of characteristics and uses of dairy products.
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Classification	Retail, Distribution, and Sales > Retail Delicatessen
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Available grade	Achieved
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Guidance Information

- 1 Recommended skills and knowledge:
Unit 15962, *Demonstrate knowledge of characteristics and uses of delicatessen products*; Unit 15963, *Demonstrate knowledge of handling and storage of delicatessen products*; and Unit 15970, *Provide customer service in a delicatessen*.
- 2 Legislation relevant to this unit standard includes but is not limited to: Food Hygiene Regulations 1974, Food Act 2014, Health and Safety at Work Act 2015, Health and Safety in Employment Regulations 1995.
- 3 Definitions
Dairy products refer to cheeses, yoghurt, dips, butter, margarine, milk/cream, and other specialist dairy items;
Organisational procedures referred to in this unit standard may include but are not limited to the applicable procedures found in the following: organisational performance guidelines and standards; Government and local body legislation.

Outcomes and performance criteria

Outcome 1

Demonstrate specialist knowledge of characteristics of dairy products.

Performance criteria

- 1.1 Characteristics of dairy products are described based on a variety of sources in accordance with organisational procedures.
- Range sources may include but are not limited to – product packaging, product usage, manufacturer or supplier publications, research reports, catalogues, magazines, recipe books, internet, training material, trade associations; evidence is required of four sources.
- 1.2 Production and packaging processes for dairy products are described.
- Range production processes may include but are not limited to – cultured, sterilised, homogenised, pasteurised, dried, smoked; packaging may include but is not limited to – loose, glass, plastic, foil, vacuum, shrink wrap; evidence is required for production and packaging of four different items.
- 1.3 Characteristics of dairy products are described in relation to types of product.
- Range characteristics – freshness, appearance, taste, aroma, texture, colour, shelf life, ingredients; evidence is required for characteristics of one item for each type of dairy product.
- 1.4 Quality standards for dairy products are described for specified items.
- Range quality standards may include but are not limited to – ingredients, preparation methods, freshness, maturity, consistency, extent of processing, content, additives, country of origin, packaging; evidence is required for quality standards of four different dairy products.
- 1.5 Contamination of dairy products is described in terms of characteristics and control.
- Range contamination – chemical, physical, microbiological; control – prevention, treatment.
- 1.6 Handling and storage conditions and effect on product life of dairy products are described for specified items in terms of food safety, hygiene, and effect on product life.
- Range storage – commercial, domestic; temperature – frozen, refrigerated, chilled, room; evidence is required for storage of products in each situation.
- 1.7 Legislation applicable to storage, handling and use of dairy products is identified and its application within the delicatessen is described in accordance with organisational procedures.

Outcome 2

Demonstrate specialist knowledge of uses of dairy products.

Performance criteria

- 2.1 Information given to customers on uses of dairy products is presented in accordance with organisational procedures.
- Range customer information may include but is not limited to – product description, product differentiation, complementary products, recipes, brochures, presentation suggestions.
- 2.2 Domestic preparation and serving methods for dairy products are described for specified items.
- Range evidence is required for preparation and serving of four different types of dairy product.
- 2.3 Knowledge of dairy products to meet customer special needs is demonstrated in accordance with organisational procedures.
- Range special needs may include but are not limited to – alternative product, ethnic, religious, adaptation to customer taste, dietary requirements, allergic reactions, low fat, special occasions; evidence is required of knowledge provided in response to three types of special needs.
- 2.4 Nutritional value of selected items within each type of dairy product is described in relation to ingredients, diets and customer uses.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	30 July 1999	31 December 2018
Review	2	21 February 2005	31 December 2018
Review	3	8 December 2016	31 December 2024
Review	4	2 March 2023	31 December 2024

Consent and Moderation Requirements (CMR) reference

0225

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.