

Stage five

Further changes to the unit standards were made to meet requirements for registration.

The review report was written and sent with the unit standards to NZQA for evaluation.

Unit standards 4645, 4646, 16705 and 16645 were not reviewed. The HSI was waiting on an outcome on the future of the Licence Controller Qualification (LCQ). As the unit standards reflected extensive knowledge of the Sale of Liquor Act 1989 and Host Responsibility, the HSI considered that the unit standards needed to be reviewed alongside the review of the LCQ, which would take place at a later stage.

Main changes resulting from the review

- Changes made to some titles to ensure they accurately reflected the outcomes required of each unit standard.
- Special notes added to the practical unit standards because some requirements were repeated in each element when they needed to be considered at all times during assessment. For example, special notes now included the greeting of customers in a polite and friendly manner at all times. The repeated performance criteria were removed.
- Performance criteria in some unit standards changed to reflect current practice in the hospitality industry.
- Changes made to range statements, reducing them, or clarifying requirements.
- Some of the unit standards that were posted for review did not receive any feedback from stakeholders. Therefore, HSI did not make any changes to the performance criteria, other than put repetitive performance criteria into the special notes. These unit standards were categorised as category B.

Unit standards categorised as category C expire at the end of December 2006.

Impact on existing provider accreditations

Current Accreditation for			Accreditation extended to		
Nature of accreditation	Classification or Id	Level	Nature of accreditation	Classification or Id	Level
Subfield	Hospitality	3	Standard	14403	4
Domain	Guest Services	3	Standard	14403	4
Standard	14415 or 14418	2	Standard	20665	2

Impact on existing qualifications

Qualifications that contain the reviewed standards or classifications are tabled below.

Affected	The qualification lists a reviewed classification (domain or subfield) in an elective set The qualification lists a standard that has changes to level or credits The qualification lists a C or D category standard
Not materially affected	The qualification lists a standard that has a new title The qualification lists a standard that has a new classification

The following Hospitality Standards Institute qualifications are affected by the outcome of the review of the standards listed in **bold** below, and will be reviewed/revised in 2005/2006.

Qualification title	Classification or standard in the qualification
National Certificate in Hospitality (Advanced Food and Beverage Service) (Level 4) [Ref: 0915]	17549, 17553
National Diploma in Hospitality (Business Management) (Level 5) [Ref: 0883]	17553
National Certificate in Hospitality (Food and Beverage Service) (Level 3) [Ref: 0556]	14422, 14425, 14431, 14432 , 14433, 14435, 14437, 14440, 14441, 14462, 14465, 14469
National Certificate in Hospitality (Front Office) (Level 3) [Ref: 0557]	14418
National Certificate in Hospitality (Operations Supervision) (Level 4) [Ref: 0882]	17548, 17553

NOTE: Standards not shown in bold above do not materially affect the qualifications, as the changes made to these standards are to their titles.

The following Hospitality Standards Institute qualifications are not materially affected by the changes. They will be updated when they are next reviewed.

Qualification title	Standard in the qualification
National Certificate in Hospitality (Accommodation Services) (Level 2) [Ref: 0551]	14448, 14453-14462, 14465, 14469
National Certificate in Hospitality (Advanced Food and Beverage Service) (Level 4) [Ref: 0915]	14424, 14427, 14435, 14437, 14438, 14445, 14446, 14449-14451, 14462, 14465, 14469, 17548, 17550, 17551
National Certificate in Hospitality (Cookery) (Level 2) [Ref: 0552]	14462, 14465, 14469
National Certificate in Hospitality (Cookery) (Level 3) [Ref: 0553]	14462, 14465, 14469
National Certificate in Hospitality (Cookery) (Level 4) [Ref: 0554]	14462, 14465, 14469
National Certificate in Hospitality (Food and Beverage Service) (Level 2) [Ref: 0555]	14425, 14434, 14436, 14439, 14440-14443, 14462, 14465, 14469
National Certificate in Hospitality (Front Office) (Level 3) [Ref: 0557]	14411, 14412, 14414, 14433, 14462, 14465, 14467, 14469
National Certificate in Hospitality (Guest Services) (Level 2) [Ref: 0558]	14445, 14446, 14462, 14465, 14469

Qualification title	Standard in the qualification
National Certificate in Hospitality (Kitchen Assistant) (Level 2) [Ref: 0559]	14462, 14465, 14469
National Certificate in Hospitality (Operations Supervision) (Level 4) [Ref: 0882]	14462, 14463, 14465, 14469, 17548, 17551, 17553
National Diploma in Hospitality Management (Level 5) [Ref: 0769]	14436, 14453, 14462, 14465, 14467

The following qualifications are not materially affected by the changes. They will be updated when they are next reviewed.

Qualification title	Standard in the qualification	SSB Name
National Certificate in Maritime (Commercial In-shore Passenger Vessel Hospitality Crew Member) [Ref: 0524]	14441	Competenz
National Certificate in Snowsport (Food and Beverage Hospitality) (Level 2) [Ref: 0849]	14421, 14434, 14440-14443, 14462, 14465	Sport Fitness and Recreation Industry Training Organisation

Summary of main changes to standards' Ids, classification, titles, levels, and credits

The following summary shows the changes made to the standards as a result of the review. All changes are in **bold**.

Key to review category

- A** Dates changed, but no other changes are made - the replacement standard carries the same Id and a new version number
- B** Changes made, but the overall outcome remains the same - the replacement standard carries the same Id and a new version number
- C** Major changes that necessitate the registration of a replacement standard with a new Id
- D** Standard will expire and not be replaced

Subfield Hospitality
Domain Accommodation Services

Id	Title	Level	Credit	Review Category
14453	Demonstrate knowledge of commercial accommodation services and environments Demonstrate knowledge of housekeeping services in a commercial hospitality establishment	3	3	B
14454	Service furnished areas in a commercial accommodation environment Service guest rooms in a commercial hospitality establishment	2	2	B
14455	Service customer toilet and bathroom areas in a commercial accommodation environment Service guest room toilet and bathroom areas in a commercial hospitality establishment	2	3	B

Id	Title	Level	Credit	Review Category
14456	Service customer kitchen areas in a commercial accommodation environment Service customer kitchen areas in a commercial hospitality establishment	2	3	B
14457	Strip and make beds in a commercial accommodation environment Strip beds and make beds in a commercial hospitality establishment	2	2	B
14458	Sort, launder and finish laundry using on-premise laundry equipment in the hospitality industry Sort, launder, and finish laundry in a commercial hospitality establishment	3	8	B
14459	Maintain service supplies in a commercial accommodation environment Maintain service supplies in a commercial hospitality establishment	3	2	B
14460	Maintain an off-premise service for laundry in a commercial accommodation environment Maintain an off-premise service for laundry in a commercial hospitality establishment	3	2	B
14461	Service customer laundry areas in a commercial accommodation environment Service customer laundry areas in a commercial hospitality establishment	2	2	B

Domain Food and Beverage Service

Id	Title	Level	Credit	Review Category
14420	Demonstrate knowledge of alcoholic and non-alcoholic beverages and beverage service equipment	3	4	B
14421	Prepare and serve alcoholic beverages in a licenced commercial environment	3	4	B
14422	Prepare and serve alcoholic beverages in a licenced commercial environment Provide a beverage service to tables in a licenced commercial environment	3	2	B
14423	Prepare and serve liqueurs and hot alcoholic beverages in a licenced commercial environment	3	3	B
14424	Prepare and serve cocktails in a licenced commercial environment Prepare and serve alcoholic cocktails in a licenced commercial environment	3	8	B
14425	Prepare and serve hot and cold non-alcoholic drinks in a commercial environment Prepare and service hot and cold non-alcoholic drinks in a commercial hospitality environment	2	2	B
14426	Prepare, take orders, and serve bottled wines in a licenced commercial environment	3	4	B

Id	Title	Level	Credit	Review Category
14427	Determine customer needs and serve wine in a licenced commercial environment Advise and assist customers with wine and serve wine in a licenced commercial environment	4	6	B
14428	Maintain bulk beer storage facilities and kegs in a licenced commercial environment	3	2	B
14429	Maintain beer tank rooms in a licenced commercial environment	3	4	B
14430	Provide bottle store service for beverages in a licenced commercial environment	2	3	B
14431	Demonstrate knowledge of food service styles and menu types in a commercial environment Demonstrate knowledge of food service styles and menu types in the hospitality industry	2	2 3	B
14432	Take, amend, and cancel reservations for food and beverage service in a commercial environment Take, amend, and cancel reservations for food and beverage service in a commercial hospitality environment	3	4 3	B
14434	Prepare and clear areas for table food service in a commercial environment Prepare and clear areas for table service in a commercial hospitality environment	2	3	B
14435	Greet and seat customers, and take initial orders in a commercial environment Seat customers, and take initial orders in a commercial hospitality environment	3	3	B
14436	Provide basic table food service in a commercial environment Provide basic table service in a commercial hospitality environment	2	4	B
14437	Provide advanced restaurant food service in a commercial environment Provide advanced restaurant food service in a commercial hospitality environment	3	12	B
14438	Provide restaurant silver service to customers in a commercial environment Provide restaurant silver service to customers in a commercial hospitality environment	4	10	B
14439	Provide buffet food service in a commercial environment Provide buffet service in a commercial hospitality environment	2	3	B
14440	Prepare and clear areas for counter food service in a commercial environment Prepare and clear areas for counter food service in a commercial hospitality environment	2	2	B

Id	Title	Level	Credit	Review Category
14441	Provide counter food service in a commercial environment Provide counter food and beverage service in a commercial hospitality environment	3	3	B
14442	Prepare and clear service areas and serve takeaway food in a commercial environment Provide takeaway food service in a commercial hospitality environment	3	4	B
14443	Prepare food orders for takeaway in a commercial environment Pack food and beverage orders for takeaway in a commercial hospitality environment	2	2	B
14444	Provide a trolley food service in a commercial environment Provide a trolley food and beverage service in a commercial hospitality environment	3	3	B
14445	Maintain rooms for functions in a commercial environment Maintain rooms for functions in a commercial hospitality environment	3	3	B
14446	Provide food and beverage service for functions in a commercial environment Provide food and beverage service for functions in a commercial hospitality environment	3	5	B
14447	Provide a room food and beverage service in a commercial accommodation environment Provide room service in a commercial hospitality environment	3	8	B
14448	Service customer mini-bars in a commercial accommodation environment Service customer mini-bars in a commercial hospitality environment	2	2	B
14449	Prepare and carve meat and poultry for customers in a commercial environment Provide a carvery service in a commercial hospitality environment	3	2	B
14450	Prepare and serve food using a guéridon in a commercial environment Provide guéridon service in a commercial hospitality environment	3	10	B
14451	Provide specialist guéridon food service to customers in a commercial environment Provide specialist guéridon food service to customers in a commercial hospitality environment	4	12	B

Id	Title	Level	Credit	Review Category
14452	Provide trayline food services in a commercial environment Provide trayline food services in a commercial hospitality environment	2	2	B
17548	Demonstrate knowledge of food and beverage stock control Demonstrate knowledge of food and beverage stock control in a commercial hospitality environment	4	3	B
17549	Demonstrate knowledge of beverage products	4	6 8	B
17550	Plan and supervise food and beverage functions Plan for and supervise service of food and beverage functions	4	5	B
17551	Plan and supervise daily beverage service Plan and supervise daily beverage service operations	4	3	B
17552	Plan and supervise daily food service operations	4	5	B
17553	Plan and implement hospitality staff rosters	4	2 4	B

Domain Guest Services

Id	Title	Level	Credit	Review Category
14402	Provide a porter service in a commercial accommodation environment Provide a porter service in a commercial hospitality environment	2	4	B
14403	Provide a concierge service in a commercial accommodation environment Manage a concierge service in a commercial hospitality environment	3 4	6	B
14404	Store and handle customer and establishment property in a commercial accommodation environment Handle and store customer and establishment property in a commercial hospitality environment	2	2	B
14405	Provide an information and booking service for customers in a commercial accommodation environment Provide an information and booking service for customers in a commercial hospitality environment	3	4	B
14406	Welcome, assist, and farewell customers at a commercial hospitality establishment entrance Provide a commissionaire service in a commercial hospitality environment	2	2	B

Id	Title	Level	Credit	Review Category
14407	Provide a collection and delivery service in a commercial accommodation environment Provide a property collection and delivery service in a commercial hospitality environment	2	2	B
14408	Provide a vehicle valet parking service in the hospitality industry Provide a vehicle valet parking service in a commercial hospitality environment	2	3	B
14409	Provide courtesy transport for customers in a commercial accommodation environment Provide courtesy transport for customers in a commercial hospitality environment	2	2	B
14410	Loan establishment equipment to customers in a commercial accommodation environment Provide establishment equipment to customers in a commercial hospitality environment	2	2	B
14411	Provide reception services in a commercial accommodation establishment Provide reception services in a commercial hospitality environment	3	4	B
14412	Book accommodation for customers in a commercial accommodation environment Book accommodation for customers in a commercial hospitality environment	2	3	B
14413	Reserve accommodation for customers in a commercial accommodation environment Provide a reservation service using an electronic system in a commercial hospitality environment	3	10	B
14414	Exchange foreign cash and travellers cheques for customers in a commercial accommodation environment Exchange foreign cash and travellers cheques for customers in a commercial hospitality environment	3	2	B
14415	Handle mail, messages, and written communications in a commercial accommodation environment	2	2	C
14418	Provide a mail and communications service for customers in the hospitality industry	2	2	C
20665	Provide a mail and communications service for customers in a commercial hospitality environment	2	3	NEW
14416	Perform debtor control functions and reconcile balances in a commercial accommodation environment Perform debtor control functions and reconcile shift balances in a commercial hospitality environment	3	6	

Domain Hospitality Operations

Id	Title	Level	Credit	Review Category
14433	Receive and action payments in a commercial hospitality environment Receive and action payments in the hospitality industry	3	2	B
14462	Provide customer care in the hospitality industry Prepare for and provide customer care in the hospitality industry	2	2	B
14463	Prepare cash floats and handle cash in the hospitality industry Check, position, handle cash floats and transactions in the hospitality industry	2	2	B
14464	Deal with customer complaints in the hospitality industry	3	2	B
14465	Maintain a safe and secure environment for customers in the hospitality industry Maintain a safe and secure environment for people in the hospitality industry	3	2	B
14466	Demonstrate knowledge of procedures to protect people and property in the hospitality industry	2	3	B
14467	Use telephone systems in a commercial hospitality environment Use telephone systems in the hospitality industry	3	2	B
14468	Demonstrate knowledge of the hospitality industry	3	6	B
14469	Provide information about an establishment in the hospitality industry Provide customers with information about an establishment in the hospitality industry	2	2	B