

Field Service Sector**Review of *Hospitality* unit standards**

Subfield	Domain	ID
Hospitality	Accommodation Services	22336, 26024
	Cookery	13343, 25494
	Food and Beverage Services	14420, 14421, 14423, 14424, 14432, 14441, 14445, 14446, 17550-17552, 24679, 25493, 25496, 26308, 26309, 25495
	Food Safety	15274, 15275
	Food Services	9764-9767, 14452, 22885-22887, 25012-25016, 25018-25021, 25023, 25025, 25317
	Guest Services	14402-14405, 14411-14414, 20665, 22338, 26951
	Hospitality – Generic	14410, 14464, 14465, 21853, 21854, 25513
	Hospitality Management	25498, 26369, 26609

ServiceIQ has completed the review of the unit standards listed above.

Date new versions published

December 2013

Planned review date

December 2018

Summary

As a result of their TRoQ process, ServiceIQ have reviewed a number of their unit standards to better reflect the requirements of the outcomes listed in the new qualifications. This process has resulted in forty-six unit standards being replaced with twenty-five new unit standards. A further eleven unit standards have been developed to fill identified gaps. As a result of the evaluation of the new qualifications the Food Services area has been renamed Catering Services which has required a change to all of the unit standards in the Food Services domain. A new domain of Service Delivery has also been registered.

These changes were endorsed by both industry and providers in November 2012. Changes to the Food Services unit standards were endorsed by the industry in February 2013.

Main changes

- 46 unit standards were replaced by 25 new unit standards.
- 11 new unit standards were developed.
- Credits were increased on four existing unit standards, and decreased on four existing unit standards.
- Level was increased on three existing unit standards.
- Standard-setting body details were amended on all unit standards.

- Food Services domain was changed to Catering Services domain and all unit standards in the Food Services domain were amended to reflect the change to Catering Services.
- A new domain of Service Delivery was added.

Category C and D unit standards will expire at the end of December 2016

Impact on existing organisations with consent to assess

Current consent for			Consent extended to		
Nature of consent	Classification or ID	Level	Nature of consent	Classification or ID	Level
Subfield	Hospitality	3	Standard	14424, 14432, 27932, 27945, 27946, 27947, 27953	4
Subfield	Hospitality	3+	Standard	27927, 27928	3
Domain	Accommodation Services	2	Standard	27930	3
Domain	Accommodation Services	4	Standard	27937	5
Domain	Cookery	2+	Standard	27959	3
Domain	Food and Beverage Service	2	Standard	27934, 27959	3
Domain	Food and Beverage Service	3	Standard	14424, 14432	4
Domain	Food and Beverage Service	4	Standard	27944	5
Domain	Guest Services	5+	Standard	27937	5
Domain	Hospitality – Generic	2	Standard	27931	3
Domain	Hospitality – Generic	2+	Standard	27927	3
Domain	Hospitality – Generic	3	Standard	21853, 27928	3
Domain	Hospitality – Generic	3	Standard	27953	4
Domain	Hospitality Management	5+	Standard	27954, 27958	4
Standard	14403	4	Standard	27937	5
Standard	14405	3	Standard	27931	3
Standard	14410	2	Standard	27931	3
Standard	14411	3	Standard	27933	3
Standard	14412	3	Standard	27933	3
Standard	14413	4	Standard	27932	4
Standard	14414	3	Standard	27932	4
Standard	14421	3	Standard	27939	3
Standard	14423	3	Standard	27939	3
Standard	14445	3	Standard	27943	3
Standard	14446	3	Standard	27943	3
Standard	14452	2	Standard	27951	3
Standard	14464	3	Standard	27928	3
Standard	14465	3	Standard	27927	3
Standard	15274	3	Standard	27955	3
Standard	17550	4	Standard	27944	5
Standard	17551	4	Standard	27944	5
Standard	17552	4	Standard	27944	5
Standard	20665	2	Standard	27931	3
Standard	21854	3	Standard	27953	4
Standard	22886	3	Standard	27945	4
Standard	25498	4	Standard	27954, 27958	4
Standard	25513	2	Standard	27927	3
Standard	26309	3	Standard	27942	3

Impact on Consent and Moderation Requirements (CMR)

None.

Impact on registered qualifications

Key to type of impact	
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 ServiceIQ qualifications are affected by the outcome of this review. These qualifications are part of the sector review of Food and Hospitality qualifications that began in 2011.

Ref	Qualification Title	Classification or ID
0769	National Diploma in Hospitality (Management) (Level 5)	14464, 14465, 15275
1245	National Diploma in Hospitality (Operational Management) (Level 5) with strands in Kitchen Management, Food and Beverage Management, Rooms Division Management, Functions Management, Quick Service Restaurants Management and Food Services Management	15275, 25021, 25023, 26369, 26609
1513	National Certificate in Service Sector (Level 3) with strands in Beauty Services; Hospitality; Recreation, Sport, and Fitness; Retail; and Tourism	14465

The following table identifies qualifications developed by other SSBs that are affected by the outcome of this review. The SSBs have been advised that the qualifications require revision.

Ref	Qualification Title	ID	SSB Name
1677	National Certificate in Health, Disability, and Aged Support (Health Assistants) (Level 3) with strands in Dietitian Assistance, Dental Assistance, Healthcare Assistance, and Rehabilitation Assistance	13343	Community Support Services ITO (Careerforce)
0343	National Certificate in Food and Related Products Processing (Level 3)	15274	Competenz
0524	National Certificate in Maritime (Commercial Vessel Hospitality Crew Member) (Level 2)	14464	
1628	National Certificate in Maritime (On-board Passenger Services) (Level 3)	14421, 14441, 14464	
1682	National Certificate in Rail Operations (Passenger Services) (Level 2) with an optional strand in Train Management	14441	

Detailed list of unit standards – classification, title, level, and credits

All changes are in **bold**.

Key to review category	
A	Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new version number
B	Changes made, but the overall outcome remains the same - the new version of the 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

Service Sector > Hospitality

Service Sector > Service Sector Skills

ID	Domain	Title	Level	Credit	Review Category
14465	Hospitality – Generic	Maintain a safe and secure environment for people in the hospitality industry	3	3	C
25513	Hospitality – Generic	Participate in environmentally sustainable work in the hospitality industry	2	3	C
27927	Service Delivery	Apply health, safety and security practices to service delivery operations	3	5	
14464	Hospitality – Generic	Deal with customer complaints in the hospitality industry	3	4	C
27928	Service Delivery	Interact with other staff, managers and customers to provide service delivery outcomes	3	5	

Service Sector > Hospitality

ID	Domain	Title	Level	Credit	Review Category
14402	Guest Services	Provide a porter service in a commercial hospitality environment	2	4	C
14404	Guest Services	Handle, store, and provide guest and establishment property in a commercial hospitality environment	2	4	C
14405	Guest Services	Provide an information and booking service for guests in a commercial hospitality environment	3	4	C
14410	Hospitality - Generic	Provide establishment equipment to customers in a commercial hospitality environment	2	2	C
20665	Guest Services	Provide a mail and communications service for guests in a commercial hospitality environment	2	3	C
27931	Guest Services	Provide portering services in a hotel	3	25	
14403	Guest Services	Manage a concierge service in a commercial hospitality environment	4	8	C
22336	Accommodation Services	Plan and supervise daily housekeeping operations in a commercial hospitality environment	4	10	C
22338	Guest Services	Plan and supervise daily front office operations in a commercial hospitality environment	4	10	C
27937	Accommodation Services	Prepare for and supervise accommodation operations in a hotel	5	30	
14452	Food Services	Provide trayline food services in a commercial hospitality environment	2	2	C
27951	Catering Services	Provide trayline services for a catering services operation	3	5	
21853	Hospitality – Generic	Provide hospitality sales and service opportunities to customers	3	6	B
	Food and Beverage Service	Provide hospitality sales and service opportunities to customers		5	

ID	Domain	Title	Level	Credit	Review Category
21854	Hospitality- Generic	Demonstrate knowledge of maximising hospitality sales and service opportunities to customers	3	4	C
27953	Food and Beverage Service	Monitor food service staff to ensure the provision of hospitality sales and service opportunities to customers	4	10	
22885	Food Services Catering Services	Demonstrate knowledge of menu adaptation and resource requirements for preparing food for food services Demonstrate knowledge of menu adaptation and resource requirements for preparing food for catering services	2 3	4	B
22886	Food Services Catering Services	Demonstrate knowledge of planning menus for food services Apply menu requirements to catering services production	3 4	6 10	
22887	Food Services Catering Services	Supervise and monitor standards of catering operations and staff in food services Monitor and maintain standards of catering operations and staff in catering services	4	10	B

ID	Domain	Title	Level	Credit	Review Category
25012	Food Services	Organise and prepare food	3	4	C
25013	Food Services	Present food	3	4	C
25014	Food Services	Use basic methods of cookery	3	6	C
25015	Food Services	Prepare, cook and serve food for food service	3	8	C
25025	Food Services	Provide and coordinate hospitality service for a food services operation	3	6	C
27946	Catering Services	Prepare, cook and serve food for catering services production	4	10	
25016	Food Services	Receive and store kitchen supplies for catering requirements in the food services sector	3	4	C
25019	Food Services	Apply catering control principles	3	4	C
27947	Catering Services	Apply catering control principles and storage requirements to catering services production	4	5	
25018	Food Services	Package prepared catering items for the food services sector	3	2	C
25020	Food Services	Transport and store catering items in a safe and hygienic manner for the food services sector	3	3	C
27948	Catering Services	Package and transport prepared catering items for a catering services operation	3	5	
25021	Food Services	Monitor catering revenue and costs	4	4	C
27956	Catering Services	Monitor and maintain catering revenue and costs for a catering services operation	4	5	
25023	Food Services	Develop menus to meet special dietary and cultural needs	4	6	C
27957	Catering Services	Develop menus to meet special dietary and cultural needs for a catering services operation	4	10	
25317	Food Services	Select catering systems	4	10	C
28021	Catering Services	Select catering systems for a catering services operation	5	10	

ID	Domain	Title	Level	Credit	Review Category
25494	Cookery	Prepare raw ingredients for quick service food products	2	2	C
25495	Food and Beverage Service	Assemble food products in a quick service restaurant	2	3	C
27959	Food and Beverage Service	Prepare for food service in a quick service restaurant	3	10	
25498	Hospitality Management	Coordinate production requirements in a quick service restaurant	4	30	C
27954	Food and Beverage Service	Monitor and maintain production requirements for a shift in a quick service restaurant	4	15	
27958	Food and Beverage Service	Monitor and maintain customer and staff service requirements for a shift in a quick service restaurant	4	15	

Service Sector > Hospitality > Accommodation Services

ID	Title	Level	Credit	Review Category
26024	Maintain room servicing supplies in a commercial hospitality establishment	2	2	C
27930	Clean and service a room in a hotel	3	25	

Service Sector > Hospitality > Catering Services

ID	Title	Level	Credit	Review Category
27949	Provide counter food and beverage service for a catering services operation	3	15	New
27950	Cook food items for a catering services operation	3	15	New
27952	Prepare fruit, vegetables and salads for a trayline service in a catering services operation	3	10	New

Service Sector > Hospitality > Cookery

ID	Title	Level	Credit	Review Category
13343	Demonstrate knowledge of basic nutrition in commercial catering	3	4 5	B

Service Sector > Hospitality > Food and Beverage Service

ID	Title	Level	Credit	Review Category
14420	Demonstrate knowledge of alcoholic and non-alcoholic beverages	3	3	D

ID	Title	Level	Credit	Review Category
14421	Provide alcoholic beverage service in a licensed commercial environment	3	10	C
14423	Make and serve hot alcoholic beverages in a licensed commercial environment	3	2	C
27939	Provide alcoholic beverage service in a hospitality establishment	3	10	
14424	Prepare and serve alcoholic cocktails in a licensed commercial environment	3 4	8	B
14432	Take, amend, and cancel reservations for food and beverage service in a commercial hospitality environment	3	3	B
	Take, amend, and cancel reservations for restaurant service in a hospitality establishment	4	5	
14441	Provide counter food and beverage service in a commercial hospitality environment	3	3	B
	Provide cafe counter service in a hospitality establishment		10	
14445	Maintain rooms for functions in a commercial hospitality environment	3	3	C
14446	Provide food and beverage service for functions in a commercial hospitality environment	3	12	C
27943	Provide functions service in a hospitality establishment	3	15	
17550	Set up and supervise service at food and beverage functions	4	5	C
17551	Prepare and supervise daily beverage service operations	4	3	C
17552	Plan and supervise daily food service operations	4	5	C
27944	Plan and supervise food and beverage service operations in a hospitality establishment	5	20	
24679	Plan and coordinate espresso beverage service	4	20 15	B
25493	Perform crew duties in a quick service restaurant	2	2	C
25496	Serve customers in a quick service restaurant	2	4	C
27934	Provide food service in a quick service restaurant	3	10	
26308	Provide restaurant food and beverage service in a commercial hospitality environment	3	20	B
	Provide restaurant service in a hospitality establishment			
26309	Provide buffet and beverage service in a commercial hospitality environment	3	12	C
27942	Provide buffet service in a hospitality establishment	3	15	
27940	Provide cafe table service in a hospitality establishment	3	10	New

Service Sector > Hospitality > Food Safety

ID	Title	Level	Credit	Review Category
15274	Work in a food business under a food safety programme	3	4	C
27955	Apply food safety practices in a food related business	3	5	
15275	Supervise staff under a food safety programme Monitor staff under a food safety programme in a food related business	4	10 15	B

Service Sector > Hospitality > Food Services

ID	Title	Level	Credit	Review Category
9764	Design menus and meals for flight catering	2	2	D
9765	Assemble a flight meal	2	2	D
9766	Assemble flight catering supplies	2	2	D
9767	Provide flight catering services	3	2	D

Service Sector > Hospitality > Guest Services

ID	Title	Level	Credit	Review Category
14411	Provide arrival and departure services at reception in a commercial hospitality environment	3	8	C
14412	Book accommodation for guests in a commercial hospitality environment	3	4	C
27933	Provide reception services in a commercial hospitality establishment	3	25	
14413	Provide a reservation service using a property management system in a commercial hospitality environment	4	10	C
14414	Exchange foreign cash and travellers cheques for guests in a commercial hospitality environment	3	2	C
26951	Maintain a reservation service in a commercial hospitality environment	4	8	C
27932	Provide reception services in a hotel	4	45	

Service Sector > Hospitality > Hospitality Management

ID	Title	Level	Credit	Review Category
26369	Manage a quick service restaurant	5	20 15	B
26609	Manage a food services operation Manage a catering services operation	5	25 20	B

Service Sector > Service Sector Skills > Service Delivery

ID	Title	Level	Credit	Review Category
27929	Apply standard operating procedures and the code of conduct to a work role in a service delivery organisation	3	5	New

ID	Title	Level	Credit	Review Category
27935	Apply staffing strategies to achieve service delivery outcomes for operational roles in a service delivery organisation	5	10	New
27936	Manage operating procedures and compliance requirements to meet service delivery outcomes	5	10	New
27938	Manage staff to meet service delivery outcomes	5	10	New
27960	Monitor and maintain health, safety and security practices for a service delivery organisation	4	5	New
27961	Monitor and maintain staff performance and interactions with customers to meet service delivery outcomes	4	5	New
27962	Monitor and maintain the application of standard operating policies and procedures in a service delivery organisation	4	5	New