

Review of *Hospitality* unit standards

Subfield	Domain	ID
Hospitality	Accommodation Services	14454-14459, 14461, 21207, 21208, 22337, 26022, 26023
	Cookery	13271-13285, 13288, 13289, 13291, 13299-13301, 13304, 13305, 13307, 13310, 13311, 13314-13317, 13319, 13320, 13322, 13323, 13325, 13327, 13329, 13331-13334, 13336, 13344, 19840, 22034-22039, 22234, 24525, 24526, 25232
	Food and Beverage Services	4637, 4638, 14425-14427, 14431, 14434, 14436, 14440, 14442, 14443, 14447, 14448, 17282-17288, 17548, 17549, 18497, 22267, 22268, 22428, 22912, 23060, 26307
	Food Safety	167, 168, 15276, 20666
	Guest Services	14406, 14408, 14409, 14416, 14417, 14467, 22339
	Hospitality - Generic	14433, 14462, 14463, 14466, 14469, 17553, 26460
	Hospitality Management	16891-16895, 22031-22033, 22340, 24516
	Hospitality - Specific Skills	21855, 21856, 22604, 24517, 24518

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

Date new versions published

February 2014

Planned review date

December 2019

Summary

As a result of their Targeted Review of Qualifications process, ServiceIQ has reviewed a number of its unit standards to better reflect the requirements of the outcomes listed in the new qualifications. This process has resulted in some standards being designated expiring and some new standards being developed. A further fifteen unit standards have had their levels reviewed to ensure they are fit for purpose and reflect the content of the standards. All changes to unit standards were endorsed by both industry and providers in July 2013.

Main changes

- Eight unit standards have been designated expiring; four of these unit standards will

not be replaced.

- Levels have been increased for 14 unit standards.
- Purpose statements, outcomes, evidence requirements, explanatory notes and range statements have been amended to ensure they are fit for purpose.
- Five unit standards have been reclassified into different domains.

The last date for assessment of the most recent superseded versions of these standards is 31 December 2017. 31 December 2014 has been specified for older versions (see individual standards). Results will not be accepted where the assessment date is after the last date for assessment of the superseded versions of these standards.

Category C and D unit standards will expire at the end of December 2017

The last date for assessment of most superseded versions of Category B unit standards is December 2017

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	2	Standards	28145	2
				14408	3
				14409	
				22604	
				24525	
				26022	
Subfield	Hospitality	3	Standards	13319	4
				13329	
				13333	
				13336	
				28146	3
Subfield	Hospitality	5	Standard	21856	6
Domain	Accommodation Services	2	Standard	26022	3
Domain	Cookery	2	Standard	24525	3
Domain	Cookery	3	Standards	13319	4
				13329	
				13333	
				13336	
Domain	Guest Services	4+	Standard	14417	5
Domain	Hospitality - Generic	2+	Standard	28145	2
Domain	Hospitality - Generic	3	Standards	28146	3
Domain	Hospitality - Specific Skills	4	Standard	21855	5
Standard	14462	2	Standard	28145	2
Standard	14463	3	Standard	28146	3
Standards	24517	4	Standard	28086	4
	24518				

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 impacted by the outcome of this Review. These qualifications are part of the current sector review of Food and Hospitality qualifications that began in 2011. The standards that generated the status *Affected* are listed in **bold**.

Ref	Qualification Title	Classification or ID
0553	National Certificate in Hospitality (Basic Cookery) (Level 3)	13329 , 13300
0554	National Certificate in Hospitality (Cookery) (Level 4)	13319 , 13333 , 13336
0557	National Certificate in Hospitality (Front Office) (Level 3)	14462, 14467
0769	National Diploma in Hospitality (Management) (Level 5)	167
0882	National Certificate in Hospitality (Operations Supervision) (Level 4) with strands in Food and Beverage Service, Gaming, Accommodation, and Front Office	14417 , 14459, 14462 , 14463 , 17553
0883	National Diploma in Hospitality (Business Management) (Level 5)	17553
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	17553 , 24517 , 24518
1257	National Certificate in Hospitality (Entry Skills)	14462
1339	National Certificate in Hospitality (Functions Coordination) (Level 4)	24517 , 24518
1423	National Certificate in Hospitality (Food Services) (Level 3)	24525
1490	National Certificate in Hospitality (Quick Service Restaurants) (Level 2)	14440
1554	National Certificate in Hospitality (Cafes) (Level 3)	167, 14462
1555	National Certificate in Hospitality (Bars and Clubs) (Level 3)	14462
1556	National Certificate in Hospitality (Level 3) with strands in Restaurant Service, and Functions Service	14462 , 20666
1599	National Certificate in Hospitality (Level 2) with strands in Accommodation Services, and Porter Services	14454, 14455, 14457, 14462

The following table identifies qualifications developed by other SSBs that are impacted by the outcome of this review. The SSBs have been advised that the qualifications require revision. The standards that generated the status *Affected* are listed in **bold**.

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	167	Community Support Services ITO Limited (Careerforce)
0269	National Certificate in Meat Retailing (Carcass Processing)	167	Competenz
0270	National Certificate in Meat Retailing (Curing, Smoking and Smallgoods Manufacture)	167, 20666	
0524	National Certificate in Maritime (Commercial Vessel Hospitality Crew Member) (Level 2)	167, 20666	
1582	National Certificate in Meat Retail Butchery (Cabinet and Shelf Ready)	167, 20666	
1583	National Certificate in Meat Retailing with strands in Consumer Ready, and Meat Packing	167, 20666	
1584	National Certificate in Meat Retail Butchery (Introductory)	167, 20666	
1585	National Certificate in Meat Retail Butchery (Advanced) (Level 4) with an optional strand in Curing, Smoking and Smallgoods Manufacture	167, 20666	
1628	National Certificate in Maritime (On-board Passenger Services) (Level 3)	167, 14463 , 20666	
1165	National Certificate in Marae Catering (Level 2)	167	NZQA Māori Qualifications Services
0436	National Certificate in Seafood Retailing (Level 2)	167	Primary Industry Training Organisation
0748	National Certificate in Dairy Manufacturing (Sales and Service) (Level 3)	167	Training Organisation
0932	National Certificate in Meat Processing (introductory) (Level 1)	167	

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

ID	Domain	Title	Level	Credit	Review Category
14417	Guest Services Hospitality Management	Perform the night audit function in a commercial hospitality environment	4 5	8	B
17553	Hospitality - Generic Hospitality Management	Plan and implement hospitality staff rosters	4 5	4	B
26460	Hospitality - Generic Hospitality Management	Apply cost and revenue requirements to a hospitality establishment	4 5	6	B

Service Sector > Hospitality

Service Sector > Service Sector Skills

ID	Domain	Title	Level	Credit	Review Category
14462	Hospitality - Generic	Maintain personal presentation and greet customers in the hospitality industry	2	2	C
28145	Service Delivery	Interact with customers in a service delivery context	2	2	
14463	Hospitality - Generic	Prepare for and handle payment transactions in the hospitality industry	3	4	C
28146	Service Delivery	Prepare for and handle payment transactions in a service delivery context	3	4	

Service Sector > Hospitality > Accommodation Services

ID	Title	Level	Credit	Review Category
14454	Service guest rooms in a commercial hospitality establishment Service guest rooms for a commercial hospitality establishment	2	3	B
14455	Service guest room toilet and bathroom areas in a commercial hospitality establishment Service guest room toilet and bathroom areas for a commercial hospitality establishment	2	3	B
14456	Service guest kitchen areas in a commercial hospitality establishment Service guest kitchen areas for a commercial hospitality establishment	2	3	B

ID	Title	Level	Credit	Review Category
14457	Strip beds and make beds in a commercial hospitality establishment Strip beds and make beds for a commercial hospitality establishment	2	3	B
14458	Sort, launder, and finish laundry items in a commercial hospitality establishment	3	8	B
14459	Maintain service supplies in a commercial hospitality establishment Maintain accommodation service supplies in a commercial hospitality establishment	3	4	B
14461	Service guest laundry areas in a commercial hospitality establishment	2	3	B
21207	Clean motel exteriors	2	3	D
21208	Clean motel exterior windows	2	2	D
22337	Service public areas in a commercial hospitality environment	2	4	B
26022	Provide a guest off-site laundry service in a commercial hospitality establishment	2 3	2	B
26023	Provide an establishment off-site laundry service in a commercial hospitality establishment	3	3	B

Service Sector > Hospitality > Cookery

ID	Title	Level	Credit	Review Category
13271	Cook food items by frying	2	2	B
13272	Cook food items by baking	2	2	B
13273	Cook food items by boiling	2	2	B
13274	Cook food items by poaching	2	2	B
13275	Cook food items by steaming	2	2	B
13276	Cook food items by grilling	2	2	B
13277	Cook food items by braising and stewing	2	2	B
13278	Cook food items by roasting	2	2	B
13279	Cook food items by microwaving	2	2	B
13280	Prepare fruit and vegetable cuts	2	2	B
13281	Prepare and present basic sandwiches for service	2	2	B
13282	Prepare, assemble, and present complex sandwiches for service in a commercial kitchen	3	2	B
13283	Prepare and present salads for service	2	2	B
13284	Clean food production areas and equipment	2	2	B
13285	Handle and maintain knives in a commercial kitchen	2	2	B
13288	Prepare and cook basic meat dishes in a commercial kitchen	3	8	B
13289	Prepare and cook complex meat dishes in a commercial kitchen	4	8	B
13291	Prepare and cook wild game in a commercial kitchen	4	4	B

ID	Title	Level	Credit	Review Category
13299	Prepare and cook complex soups in a commercial kitchen	4	6	B
13300	Prepare and cook basic stocks, sauces and soups in a commercial kitchen Prepare and cook basic stocks, sauces, and soups in a commercial kitchen	3	5	B
13301	Prepare and cook complex sauces in a commercial kitchen	4	6	B
13304	Prepare and cook basic fish dishes in a commercial kitchen	3	4	B
13305	Prepare and cook complex fish dishes in a commercial kitchen	4	8	B
13307	Prepare and cook seafood dishes in a commercial kitchen	4	8	B
13310	Prepare and produce basic hot and cold dessert items in a commercial kitchen	3	5	B
13311	Prepare and produce complex hot and cold desserts in a commercial kitchen	4	8	B
13314	Prepare and cook egg dishes in a commercial kitchen	3	4	B
13315	Prepare and cook rice and farinaceous dishes in a commercial kitchen	3	6	B
13316	Prepare and cook basic pasta dishes in a commercial kitchen	3	3	B
13317	Prepare and cook complex pasta dishes in a commercial kitchen	4	6	B
13319	Prepare and bake basic dough products in a commercial kitchen Prepare and bake dough products in a commercial kitchen	3 4	4	B
13320	Prepare and bake complex dough products in a commercial kitchen	4	8	B
13322	Prepare and cook basic pastry dishes in a commercial kitchen	3	4	B
13323	Prepare and cook complex pastry dishes in a commercial kitchen	4	6	B
13325	Prepare and bake basic cakes, sponges, and scones in a commercial kitchen	3	4	B
13327	Prepare and bake complex cakes and sponges in a commercial kitchen	4	4	B
13329	Prepare and finish marinades, dressings, cold sauces and dips in a commercial kitchen Prepare and finish marinades, dressings, cold sauces, and dips in a commercial kitchen	3 4	3	B
13331	Prepare and cook pickles, chutneys and preserves in a commercial kitchen Prepare and cook pickles, chutneys, and preserves in a commercial kitchen	3	4	B

ID	Title	Level	Credit	Review Category
13332	Prepare and present cold larder products in a commercial kitchen	4	10	B
13333	Prepare and present cold cocktail food in a commercial kitchen	3 4	4	B
13334	Prepare and cook jams	2	2	B
13336	Prepare and cook hot cocktail food in a commercial kitchen	3 4	4	B
13344	Demonstrate knowledge of the characteristics of commercial cookery methods and their applications	2	3	B
19840	Prepare and cook pâtés, terrines, and mousses in a commercial kitchen	4	8	B
22034	Investigate and present a regional cuisine topic in the hospitality industry	5	10	B
22035	Investigate and present a culinary product topic in the hospitality industry	5	10	B
22036	Investigate and present a nutritional and/or dietary topic in the hospitality industry	5	10	B
22037	Investigate and present a culinary production system topic in the hospitality industry	5	10	B
22038	Investigate and present a gastronomy topic in the hospitality industry	5	10	B
22039	Analyse and present an international cuisine in the hospitality industry	4	6	B
22234	Compare characteristics of international dishes and prepare and present international dishes	2	4	B
24525	Perform food costing calculations in a commercial hospitality environment	2 3	4	B
24526	Apply safe working practices in a commercial kitchen	2	4	B
25232	Prepare and cook complex poultry dishes in a commercial kitchen	4	8	B

Service Sector > Hospitality > Food and Beverage Service

ID	Title	Level	Credit	Review Category
4637	Demonstrate knowledge of New Zealand wines and wine producers	4	4	B
4638	Demonstrate knowledge of imported wines	4	6	B
14425	Prepare and serve hot and cold non-alcoholic drinks in a commercial hospitality environment Prepare and serve hot and cold non-alcoholic drinks for a commercial hospitality establishment	2	2 5	B
14426	Prepare, take orders, and serve bottled wines in a licensed commercial environment	3	4	B
14427	Assist customers with, and serve, bottled wine in a licensed commercial environment	4	6	B

ID	Title	Level	Credit	Review Category
14431	Demonstrate knowledge of food service styles and menu types in the hospitality industry	2	3	B
14434	Prepare and clear areas for table service in a commercial hospitality environment Prepare and clear areas for table service for a commercial hospitality establishment	2	3	B
14436	Provide table service in a commercial hospitality environment Provide table service for a commercial hospitality establishment	2	4	B
14440	Prepare and clear areas for counter food service in a commercial hospitality environment Prepare and clear areas for counter food service for a commercial hospitality establishment	2	2	B
14442	Provide takeaway food service in a commercial hospitality environment	3	4	B
14443	Pack food and beverage orders for takeaway in a commercial hospitality environment	2	2	B
14447	Provide room service in a commercial hospitality environment	3	6	B
14448	Service customer mini-bars in a commercial hospitality environment Service customer mini-bars for a commercial hospitality establishment	2	2	B
17282	Demonstrate an appreciation of beer heritage, styles and flavours Demonstrate knowledge of beer heritage, styles, and flavours	4	4	B
17283	Demonstrate knowledge of beer and beer service	3	4	B
17284	Demonstrate knowledge of coffee origin and production	3	3	B
17285	Demonstrate knowledge of commercial espresso coffee equipment and prepare espresso beverages under supervision	2	4	B
17286	Prepare and present pressed coffee for service	2	2	B
17287	Prepare and present filtered coffee for service	2	2	B
17288	Prepare and present espresso beverages for service	3	5	B
17548	Demonstrate knowledge of food and beverage stock control in a commercial hospitality environment	4	3	B
17549	Demonstrate knowledge of beverage products	4	8	B
18497	Demonstrate knowledge of culinary products and terms	3	8	B
22267	Demonstrate knowledge of matching beer and wine with food	3	3	B

ID	Title	Level	Credit	Review Category
22268	Apply specialist knowledge to match food and beverage items on an establishment's menu	4	8	B
22428	Prepare and present tea for service Prepare and serve tea	2	2	B
22912	Evaluate wine	4	4	B
23060	Demonstrate knowledge of viticulture and wine making	3	4	B
26307	Co-ordinate and maintain food and beverage service operations in a commercial hospitality environment	4	10	B

Service Sector > Hospitality > Food Safety

ID	Title	Level	Credit	Review Category
167	Practise food safety methods in a food business Practise food safety methods in a food business under supervision	2	4	B
168	Demonstrate knowledge of food contamination hazards, and control methods used in a food business	3	4	B
15276	Develop, implement, and verify the operation of a food safety programme for a food business	5	40	D
20666	Demonstrate a basic knowledge of contamination hazards and control methods used in a food business Demonstrate basic knowledge of contamination hazards and control methods used in a food business	2	2	B

Service Sector > Hospitality > Guest Services

ID	Title	Level	Credit	Review Category
14406	Provide a commissionaire service in a commercial hospitality environment	3	2	B
14408	Provide a vehicle valet parking service in a commercial hospitality environment	2 3	3	B
14409	Provide courtesy transport for guests in a commercial hospitality environment	2 3	2	B
14416	Perform debtor control functions and reconcile balances in a commercial hospitality environment	3	6	B
14467	Use telephone systems to provide guest services in a commercial hospitality environment Use telephone systems to provide guest services for a commercial hospitality establishment	2	2	B
22339	Manage a reservation service in a commercial hospitality environment	5	20	B

Service Sector > Hospitality > Hospitality - Generic

ID	Title	Level	Credit	Review Category
14433	Receive and action payments in the hospitality industry	2	2	D
14466	Demonstrate knowledge of maintaining a safe and secure environment for people in the hospitality industry	2	2	B
14469	Provide customers with information about an establishment in the hospitality industry	2	2	B

Service Sector > Hospitality > Hospitality Management

ID	Title	Level	Credit	Review Category
16891	Demonstrate knowledge of commercial accommodation management	5	12	B
16892	Demonstrate knowledge of food and beverage management in a hospitality environment	5	15	B
16893	Demonstrate knowledge of hospitality facility utilisation	5	5	B
16894	Demonstrate knowledge of hospitality management control systems	5	6	B
16895	Demonstrate knowledge of purchasing and stores management in a hospitality environment	5	10	B
22031	Analyse the requirements for a design brief for a commercial kitchen	5	15	B
22032	Develop a maintenance schedule in the hospitality industry	5	5	B
22033	Plan, develop, implement, and evaluate a menu in the hospitality industry	5	20	B
22340	Manage a food and/or beverage operation in a commercial hospitality environment	5	20	B
24516	Manage a functions operation in a commercial hospitality environment	5	15	B

Service Sector > Hospitality > Hospitality - Specific Skills

ID	Title	Level	Credit	Review Category
21855	Judge culinary arts and restaurant service competitions	4 5	8	B
21856	Supervise the judging of culinary arts and restaurant service competitions	5 6	10	B
22604	Demonstrate knowledge of the requirements of a doorperson in the hospitality industry	2 3	3	B
24517	Plan a function for a commercial hospitality establishment	4	8	C
24518	Generate function sheets for commercial hospitality establishments	4	5	C
28086	Plan and prepare for a function for a commercial hospitality establishment	4	10	

