

EXECUTIVE SUMMARY

National Certificate: Food and Beverage Services NQF Level 4

Faculty: Hospitality and Tourism

Learning Programme Title	National Certificate: Food and Beverage Services
Learning Programme ID	14113
DOL Number	25 Q 250011 57 133 4
Registration End Date	2018-06-30
Last Date for Enrolment	2019-06-30
Duration	1 Year
NQF Level	4
Minimum Credits	133
Learning Assumed to be in Place	<ul style="list-style-type: none"> ▪ Mathematics at NQF Level 3 ▪ Communication at NQF Level 3
Quality Assurance Functionary	CATHSSETA

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Course Synopsis

This qualification has been developed for people in the food and beverage service industry (hospitality). It brings together elements of food and drink preparation and service as well as supervision. This qualification is applicable to all sectors, from small restaurants to large-scale hotels. The qualification leads toward the F&B Management diploma and provides articulation with Gaming, Travel and other Tourism industries.

Recognition of Prior Learning (RPL)

This qualification can be achieved wholly or in part through recognition of prior learning in terms of the defined exit level outcomes and/or individual unit standards.

Evidence can be presented in various ways, including international and/or previous local qualifications, products, reports, testimonials mentioning functions performed, work records, portfolios, videos of practice and performance records.

All such evidence will be judged in accordance with the general principles of assessment described in this document and the requirements for integrated assessment.



Qualification Rules	Exit Level Outcomes
<p>The Qualification consists of a Fundamental, a Core and an Elective Component.</p> <p>To be awarded the Qualification learners are required to obtain a minimum of 133 credits as detailed below.</p> <h3>Fundamentals</h3> <p>The Fundamental Component consists of Unit Standards to the value of 31 credits all of which are compulsory.</p> <h3>Core</h3> <p>The Core Component consists of Unit Standards to the value of 93 credits all of which are compulsory.</p> <h3>Electives</h3> <p>The Elective Component consists of individual unit standards from which the learner must choose unit standards totalling a minimum of 9 credits.</p>	<ul style="list-style-type: none">▪ Deal with customers▪ Process incoming and outgoing telephone calls▪ Display Cultural Awareness in dealing with Customers & Colleagues▪ Communicate verbally▪ Maintain effective working relationships with other members of staff▪ Maintain health, hygiene and professional appearance▪ Perform basic calculations▪ Prepare written communications▪ Handle and store cleaning equipment and materials▪ Handle and dispose of waste▪ Clean and store glassware▪ Clean and restock drinks machines / equipment▪ Prepare and clear areas for table service▪ Provide a table service▪ Provide a table drink service▪ Provide a carvery / buffet service▪ Serve bottled wines▪ • Prepare and serve wine

Exit Level Outcomes

- Prepare and serve spirits and liqueurs
- Maintain the table service
- Maintain the drink service
- Supervise the running of a function
- Describe layout, services and facilities of the organisation
- Maintain a secure working environment
- Maintain a safe working environment
- Describe the Sectors of the Hospitality, travel & Tourism Industries
- Conduct on-job coaching
- Operate a payment point and process payments
- Develop self within the job role
- Source information about self employment opportunities
- Handle and record refunds
- Maintain customer satisfaction
- Maintain the receipt, storage and issue of goods
- Planning and deliver staff training and development in own area of responsibility
- Contribute to the identification of short term supply needs
- Maintain the cleaning programme for own area of responsibility
- Induct new staff to the workplace
- Planning, organise & monitor work in own area of responsibility
- Monitor and maintain health, safety and security
 - Maintain a preventative maintenance programme

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Qualification Overview

Fundamental Unit Standards

ID	Unit Standard Title	Level	Credits
7800	Maintain health, hygiene and a professional appearance	NQF Level 01	1
7812	Perform basic calculations	NQF Level 02	3
7794	Communicate verbally	NQF Level 03	8
11235	Maintain effective working relationships with other members of staff	NQF Level 03	1
7790	Process incoming and outgoing telephone calls	NQF Level 03	3
7791	Display cultural awareness in dealing with customers and colleagues	NQF Level 04	4
7822	Prepare written communications	NQF Level 04	3
7789	Provide Customer Service	NQF Level 04	8



Core Unit Standards

ID	Unit Standard Title	Level	Credits
7738	Clean and restock drinks machines/equipment	NQF Level 02	1
7735	Clean and store glassware	NQF Level 02	1
7793	Describe layout, services and facilities of the organisation	NQF Level 02	1
7801	Describe the sectors of the Hospitality, Travel and Tourism Industries	NQF Level 02	2
7612	Handle and dispose of waste	NQF Level 02	1
7608	Handle and store cleaning equipment and materials	NQF Level 02	1
7799	Maintain a safe working environment	NQF Level 02	2
7829	Handle and record refunds	NQF Level 03	2
7860	Introduce new staff to the workplace	NQF Level 03	1
7796	Maintain a secure working environment	NQF Level 03	1
7820	Operate a payment point and process payments	NQF Level 03	3
7740	Prepare and clear areas for table service	NQF Level 03	1
7745	Provide a carvery/buffet service	NQF Level 03	2

ID	Unit Standard Title	Level	Credits
7744	Provide a table drink service	NQF Level 03	4
7742	Provide a table service	NQF Level 03	2
7750	Serve bottled wine	NQF Level 03	3
7844	Contribute to the identification of short term supply needs	NQF Level 04	1
7821	Develop self within the job role	NQF Level 04	3
7869	Maintain a preventative maintenance programme	NQF Level 04	3
7846	Maintain the cleaning programme for own area of responsibility	NQF Level 04	2
7839	Maintain the receipt, storage and issue of goods	NQF Level 04	5
7836	Monitor customer satisfaction	NQF Level 04	3
7841	Plan staff training and development in own area of responsibility	NQF Level 04	6
7773	Prepare and serve spirits and liqueurs	NQF Level 04	5
7827	Source information about self-employment opportunities	NQF Level 04	3
7818	Conduct on-the-job coaching	Level TBA: Pre-2009 was L5	5

ID	Unit Standard Title	Level	Credits
7778	Maintain the drink service	Level TBA: Pre-2009 was L5	4
7776	Maintain the table service	Level TBA: Pre-2009 was L5	5
7868	Monitor and maintain health, safety and security	Level TBA: Pre-2009 was L5	4
7866	Plan, organise and monitor work in own area of responsibility	Level TBA: Pre-2009 was L5	3
7769	Recommend, present and serve wines	Level TBA: Pre-2009 was L5	6
7780	Supervise the running of a function	NQF Level 05	7

Elective Unit Standards

ID	Unit Standard Title	Level	Credits
7813	Identify work opportunities	NQF Level 02	2
14577	Prepare and clear areas for table service	NQF Level 02	1
7739	Prepare, service and clear function rooms	NQF Level 02	2
7815	Apply for a job or work experience placement	NQF Level 03	2
7854	Provide First Aid	NQF Level 04	4



Articulation Options

This qualification will be able to articulate with other qualifications in the sub-field once the other qualifications have been registered. (A grid of unit standards and the qualifications that each standard can be linked to has been attached).

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