



Executive Summary

Qualification	National Certificate: Fast Food Services
Qualification ID	14115
NQF Level	3
Minimum Credits	138
Duration	12 months
Field	Services
Subfield	Hospitality, Tourism, Travel, Gaming and Leisure
ETQA	CATHSSETA
Purpose	This qualification has been developed for the fast food and restaurant industry. It brings together elements of food and drink preparation, service and supervision. This qualification will professionalise the industry and is applicable mainly to the fast food and restaurant sector, but would be transferable to another hospitality environment.

Entry Requirements

It is assumed that a GEC certificate or equivalent has been obtained by the candidate at level 1



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Exit Level Outcomes

- Operate a computer
- 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
- Maintain hygiene in food preparation, cooking and storage
- Accept and store food deliveries
- Prepare and clear areas for counter service
- Prepare and clear areas for take - away service

The KLM Empowered X-Perience



X-Ploration

For each of the SIX integrated learning blocks, learners explore content on their own before engaging with others. Guided by self-study plans and diagnostic self-assessment, they formulate their own insights to share.



X-Tension

Workplace application assignments allow learners to put their new learning to use on the job. Under the guidance of mentors, and with access to performance and wellness support, learners hone their skills and add value.



X-Citement

Learners receive a welcome letter and an X-Perience Map detailing the flow of their qualification. An orientation session helps them to understand the benefits and career options linked to the qualification.



X-Change

Learners attend facilitator-led sessions, either in class or online, to share their learning and refine their skills in a safe environment. Collaborative activities and peer feedback build learning synergy and allow learners to master specific skills.



X-Cellence

Each learner's progress is measured against learning outcomes through formative and summative assessment. Final examinations and presentations are used to obtain an accurate picture of overall understanding and mastery of the content.

Learning Blocks

1

The Fast Food and Restaurant Industry

ID	Unit Standard Title	Level	Credits
7793	Describe layout, services and facilities of the organisation	2	1
7801	Describe the sectors of the Hospitality, Travel and Tourism Industries	2	2
7800	Maintain health, hygiene and a professional appearance	1	1
7637	Maintain hygiene in food preparation, cooking and storage	3	2
7868	Monitor and maintain health, safety and security	5	4
7796	Maintain a secure working environment	3	1
7799	Maintain a safe working environment	2	2
Total			13

2

Fast Food and Restaurant Daily Operation

ID	Unit Standard Title	Level	Credits
7790	Process incoming and outgoing telephone calls	3	3
7839	Maintain the receipt, storage and issue of goods	4	5
7844	Contribute to the identification of short term supply needs	4	1
7820	Operate a payment point and process payments	3	3
7829	Handle and record refunds	3	2
11235	Maintain effective working relationships with other members of staff	3	1
7791	Display cultural awareness in dealing with customers and colleagues	4	4
7846	Maintain the cleaning programme for own area of responsibility	4	2
Total			21

3

Counter and Take-Away Services

ID	Unit Standard Title	Level	Credits
7732	Prepare and clear areas for counter service	2	1
7733	Prepare and clear areas for take-away service	2	1
7761	Provide a counter service	3	2
7763	Provide a take-away service	3	2
7789	Provide Customer Service	4	8
7836	Monitor customer satisfaction	4	3
7854	Provide First Aid	4	4
Total			21

4

Business Communication and Self-Development

ID	Unit Standard Title	Level	Credits
7794	Communicate verbally	3	8
7822	Prepare written communications	4	3
7818	Conduct on-the-job coaching	5	5
7821	Develop self within the job role	4	3
7827	Source information about self-employment opportunities	4	3
Total			22

5

Basic Information Technology

ID	Unit Standard Title	Level	Credits
7812	Perform basic calculations	2	3
7786	Operate a Computer	3	8
7792	Maintain data in a computer system	2	4
Total			15

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Electives

ID	Unit Standard Title	Level	Credits
7608	Handle and store cleaning equipment and materials	2	1
7612	Handle and dispose of waste	2	1
7659	Prepare fruit for hot and cold dishes	2	1
7660	Prepare vegetables for hot and cold dishes	2	2
7661	Prepare cold and hot sandwiches and rolls	2	2
7665	Prepare and grill food	2	1
7678	Prepare and cook battered fish and chipped potatoes	2	1
7697	Prepare and bake food	2	1
7782	Analyse a business and determine the way it functions	4	3
7784	Communicate in a business environment	4	6
7785	Function in a business environment	4	4
7787	Sell products or services	5	8
7788	Process payments	5	6
7792	Maintain data in a computer system	2	4
7813	Identify work opportunities	2	2
7815	Apply for a job or work experience placement	3	2
7866	Plan, organise and monitor work in own area of responsibility	5	3
14577	Prepare and clear areas for table service	2	1

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