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## Career Seekers Program 2016

### Certificate III in Hospitality

- **Bartending**
- **Customer Service**
- **Team Building**
- **Hotels & Resorts**
- **Safe Work Practices**

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Website

[www.hospitalitysamoa.ws](http://www.hospitalitysamoa.ws)

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## **Entry requirements**

Individuals may enter this qualification with limited or no vocational experience and without a relevant lower level qualification. Individuals may apply to the relevant provider for full or partial completion of this qualification, on the basis of Recognition of Current Competency.

## **Purpose of the Qualification**

The purpose of this qualification is to provide the Hospitality sector with individuals who participate in a range of routine and predictable hospitality work activities. They work under close supervision and follow clear directions to complete tasks.

This preparatory qualification provides individuals with knowledge and skills for initial work, community involvement and further learning.

## **Outcomes:**

A graduate of Certificate I is able to:

- demonstrate basic functional or foundation knowledge of literacy and numeracy to participate in everyday life and further learning
- use basic skills required to carry out simple tasks involving receiving, recalling and passing on simple information in a narrow range of areas
- interact with others in a workplace, community or learning environment

## **The Samoa Qualifications Framework**

### **Job roles in Certificate III in Hospitality**

Holders of this certificate are able to work in Hospitality sector roles that may require judgements about problems under limited supervision. Possible job titles include:

- Espresso coffee machine operator
- Food and beverage attendant
- Front desk receptionist
- Function attendant
- Function host
- Housekeeper
- Restaurant host
- Bar attendant
- Waiter.



## Qualification pathways

	Hospitality Study Pathway	General Information	Job title
■	Certificate IV in Hospitality (HCHIT course - at least 12 months part time study)	Holders of this certificate are able to work in Hospitality sector roles require calls of judgement under both predictable and unpredictable context and that may involve some responsibility for the work and learning of others.	Bar supervisor or team leader Duty manager Food and beverage supervisor or team leader Front office supervisor or team leader Housekeeping supervisor or team leader Shift supervisor
↑	Certificate III in Hospitality (HCHIT course - at least 6 months full time study)	Holders of this certificate are able to work in Hospitality sector roles that may require judgements about problems under limited supervision.	Espresso coffee machine operator Food and beverage attendant Front desk receptionist Function attendant Function host Housekeeper Restaurant host Bar attendant Waiter
↑	Certificate II in Hospitality (HCHIT course - at least 3 months full time study)	Holders of this certificate are able to work in Hospitality sector roles that are structured and under general supervision.	Café attendant Catering assistant Food and beverage attendant Front office assistant Room attendant
↑	Certificate I in Hospitality (HCHIT course - at least 2 months full time study)	Holders of this certificate are able to work in Hospitality sector roles that are highly structured and under direct supervision.	Bar useful (bar back) Food runner Glass runner Housekeeping assistant



## English language, literacy and other skill requirements

You should be aware that your assessment will require effective language, communication and interpersonal skills and the ability to write a range of documentation. All training will be conducted in English. Assessments can be submitted in English or Samoan. We also do offer a special consideration for people with a disability. To receive assistance, provide supporting documentation from an appropriate qualified professional outlining:

- 1 The nature of the disability or medical condition and
- 2 The impact this is likely to have on your capacity to study and complete assessment.

We will contact you to develop a plan that will assist you with your study.

## Classroom Delivery

The classroom delivery mode is a blend of face to face workshops and self-pace learning material. A Study Plan will be developed between HCHIT (Samoa) and yourself in how you will achieve your study goals within the workplace or at home. Prior to beginning study, HCHIT (Samoa) will supply you with a range of resources, including:

- The Training Plan overview
- Workbooks
- Required textbooks and reading lists
- Practical assessments

## Assessment Methods

Student's competency against the unit of competency specifications is assessed during each unit undertaken throughout the course. Students are provided with opportunities for re-assessment if they fail to demonstrate competency during assessment tasks.

## Training Cost

<b>Hospitality Career Seeker Program</b>	<p><b>ONE UP FRONT ADMINISTRATION PAYMENT</b></p> <p><b>Full time or Part time (one year) \$80.00</b> Cover the cost of First Aid Training, enrolment and administration resources</p> <p><b>COST OF ATTENDING THE CLASS</b></p> <p><b>Payments:</b></p> <p><b>Total Payment upfront will receive 10% discount</b></p> <ul style="list-style-type: none"><li>• <b>Full time with the The Edge Cocktail Lounge Workplace Scholarship</b></li></ul> <p><b>Fulltime \$40 per week – deducted from weekly wage from The Edge Cocktail Lounge (Monday, Tuesday and work placement)</b></p>
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**Other Options:**

- **Full time without The Edge Cocktail Lounge Workplace Scholarship**  
Fulltime payment upfront \$70 per week
- **Bartending only without The Edge Cocktail Lounge Scholarship**  
Part-time student is \$55 per week (2 three hour classes per week with resources) – Monday 9am to 3.30pm
- **Customer Service without The Edge Cocktail Lounge Scholarship**  
Casual student is \$55 per class (1 class with resources) – Tuesday 9am to 1pm

**Class unit schedule is located at the back of this application kit.**

The Upfront fee and the class fee for the class you choice will guarantee a place in the course starting the next June intake. Only FULL payment will guarantee a placement in the course.

Enrolment closes on the 3<sup>rd</sup> June 2016 and first class is the 6<sup>th</sup> June 2016 – see teaching schedule below for each subject.

Only 20 places available for intake

**THE PROGRAM (CLASSROOM)**

The program for Certificate I, II and III in Hospitality has been designed over two year period (92 weeks and holidays of 8 weeks). Each class runs for 3 hours (extra 1 hour of team building if in the Scholarship program from 9am to 10am) on a Monday, Tuesday from 10am to 1pm. The three hours of class will cover the theory and practical activities. Each class, the student will receive a Resource Learning booklet and a take home quiz to complete for assessment. Each student will be given a Student Record Booklet to complete and once the booklet is totally completed, the student can apply for graduation.

There is study leave and holidays from classroom attendance.



***A person can attend Full time or Part time***

Attending class time for each subject is 100% mandatory and turning up late or not attending a class is not accepted – the student maybe requested to leave the class or redo the subject again, which will effect the completion time of the certificate.

**THE WORK PLACEMENT SCHOLARSHIP IS  
OFFERED TO FULL TIME STUDENTS**

**A separate certificate will be issued for the work placement  
hours conducted**

Each student has to complete a work placement (The Edge Cocktail Lounge offered scholarships to HCHIT (Samoa) full time student to assist in funding the course). Full time student is required to complete 30 hours per week.

**The Edge Cocktail Lounge Scholarship program – paid to work for  
the student fees (see below).**

Hospitality and Community Health Institute of Training (Samoa) will request the student to record the time at work in the Student Record Booklet. Once the hours have been achieved and the class attendance and assessment completed, then a student can apply for graduation.

**WORK PLACEMENT WITH ANOTHER AGENCY (NON-  
SCHOLARSHIP)**

The student workplace assessment fee for Certificate I,II and III will be \$100 fee per visit, which covers the workplace assessments, site visits, student work place administration, workplace meetings and travel cost. Each certificate should have at least three site visits per qualification. The Director, the student and the employer can work out the schedule and payment plan for the work placement.



## **THE WORK PLACEMENT SCHOLARSHIP WITH THE EDGE COCKTAIL LOUNGE**

**(ONLY AVAILABLE TO *FULL TIME STUDENTS WHO DEMONSTRATE HIGH PERFORMANCE IN THEIR WORK AND STUDY ABILITY*)**

The hours per week are 30 hours made up of 6 to 8 hour shifts on Monday, Tuesday, Wednesday, Thursday, Friday or Saturday. The hours could be between 7.30am to 12 midnight. The rate of payment starts at \$2.50 per hour. The minimum hours per week is 30 hours divided up into morning, afternoon or evening shifts – between 7.30am to 12 midnight.

The total payment for a Full time student just 30 hours is \$75.00, which \$40.00 is withdrawn to cover student's fees over 92 weeks.

Any work over 30 hours will be given to the student as extra payment, on top of the \$35 per week, which can be used for travel. Only student who have a high achievement in work and class attendance will be given extra shifts.

Any student behind in payment will not receive the extra money until the debt has been paid off in full.

Students who do not perform at a level of expectation will be ask to leave the work placement scholarship and will need to pay their weekly fee a week before the class beings.

Frequency of the Fee Payment – weekly (Friday afternoon)  
104 weeks of work placement and the cost of the Total student fee is \$4160.00

There is no study leave and holidays from work placement attendance.

*A Students* who does not maintain a high performance in their work and study ability will lose the scholarship and will be required to find workplace outside of The Edge Cocktail Lounge. If a full time position becomes available, the Edge Cocktail Lounge will offer it to the student who is performing at a high standard of work practice. Also support the student through the study program.



## **PRESENTATION AND BEHAVIOUR OF YOURSELF**

### **All students must follow a code of practice:**

The Code of Conduct clarifies the standards of behaviour that are expected of the staff and students at HCHIT (Samoa) in the performance of their duties – at the workplace or classroom. It gives guidance in areas where staff and students need to make personal and ethical decisions.

The Code of Conduct is not intended to be, and must not be, used to intimidate or threaten a staff and student member, however, each person must take responsibility of their own action.

Consequences of a breach include, but are not limited to:

- informal or formal counselling by Manager/Director;
- performance management processes;
- disciplinary action;
- dismissal of employment (stealing liquor and any other equipment)

**A/** It is essential that you attend work in a fit condition that allows you to perform your duties safely and diligently. The consumption of illegal drugs whilst on duty is prohibited.

**B/** Mobile telephones must be switch OFF during class and working hours without any exceptions.

**C/**Footwear must be cover shoes – all the time in class and working hours

**D/** Dress standards are important in maintaining a professional image with members of the public, industry contacts and peers. Clothing and appearance should be consistent with generally accepted standards of casual business dress.

**E/** We are committed to the principles of fair and equitable treatment of others. You have a responsibility to interact with fellow staff and students, customers and the community in a non- discriminatory way.

**F/** It is unacceptable to harass or bully people in the workplace (by staff, students, customers, management or stakeholders). An staff being harassed or bullied if they are subjected to behaviour that:

- is unwelcome and unsolicited;
- the staff considers offensive, intimidating, humiliating or threatening;
- and a 'reasonable person' would also consider offensive, intimidating, humiliating or threatening.

**G/** You are not authorised to speak with representatives of the media and all media inquiries are to be referred to the Manager/Director

**H/** You may have access to sensitive, confidential and commercially significant information not available to the public. It is essential that you respect the confidentiality of information and not use it for personal gain. You must take care to maintain the integrity and security of documents or information for which you are responsible.





	I/ Staff and students taking a day or days off without any verbal or written communication with the Management team can be dismissed from their employment. Being late for employment and being informed of the latest can also lead to dismissal.

## Student Support Services

HCHIT (Samoa) offers students who study face to face with a range of educational services such as on-site training, practical work space demonstrations, small workshop numbers, individual service of study needs, educational resource via handouts, links on HCHIT (Samoa) website and all the textbooks supplied.

HCHIT (Samoa) offers Students Support Services to assist you with your studies. These include:

- Study support buddy systems
- Writing essays
- Online access to trainers and
- Counselling services.

HCHIT (Samoa) has established partnerships with other services to help you along the way of the training path. We can also offer special training sessions to guide you in the process of study and how to achieve your personal goals.

In addition, a disability support service is available to assist you with your difficulties around learning and completing assessment. Each student requiring support will be given an individual plan.

## Training and Assessment Guarantee

HCHIT (Samoa) offers a 100% guarantee that all training and assessment will be provided (as agreed in the Enrolment Form) once students enrol and commence in their nominated training program.

HCHIT (Samoa) is committed to completing the outlined training and assessment once students have started study in their chosen qualification/s or course/s from the course start date, and meeting all of their student responsibilities. Students who enter the course after the start date will have a negotiated package of units that will lead to a statement of attainment.

Where unforeseen circumstances arise (e.g. loss of a specialist teacher and an inability to obtain a suitable replacement), HCHIT (Samoa) will arrange for agreed training and assessment to be completed through another suitable RTO (fees may be incurred). In this unlikely circumstance, affected students will be formally notified of the arrangements (prior to RTO transfer) and an agreement to those new arrangements - including any refund of fees - will be sought.

## Assessment

### What does assessment involve?

As you progress through the Course you will be expected to complete assessment tasks allocated by your teacher and submit them within the required timeframe.

All assessment activities should be attempted and submitted unless otherwise authorised by your teacher (for example, where you have made arrangements to apply for Recognition of Prior Learning).



To achieve your qualification you ***must provide evidence that you meet the competency standard for each unit.*** Competence means having the skill and knowledge to correctly carry out a task, a skill, or a function to the required standard. This includes an ability to apply the required skills, knowledge and attributes in a workplace context. Evidence is supplied through assessment methods you are required to undertake. Your teacher will provide you with ample support and guidance regarding your assessment, and ***you are encouraged to ask for assistance sooner rather than later, should you be finding it difficult to complete an assessment item.***

Your teacher will review your evidence against the qualification's competency standards. The training provided is competency based. That means that you will either be considered ***competent*** (that is, you have attained the required standard of knowledge or skill application) or ***not yet competent*** (meaning that some aspect/s of the competency standard have not been demonstrated at that point in time and you will need to provide further evidence to support a claim of competency). This will be graded for each individual unit you are studying.

'Not yet competent' is in no way considered a 'fail'. If you are assessed as 'Not yet competent' for any unit you will be provided with an opportunity to apply the feedback received from your teacher and submit further evidence for assessment.

## Refund Policy

HCHIT (Samoa) has a refund process that is fair and equitable to all learners.

All fee-paying learners can be guaranteed that their fees are:

- Kept in a separate account
- Accessed only when the service is rendered.

All requests for refunds need to be made in writing and be accompanied by supporting documentation (the HCHIT (Samoa) Refund Form, available from HCHIT (Samoa) Administration) where applicable.

## Cancellation of Training

### HCHIT (SAMOA) RESPONSIBILITIES

If HCHIT (Samoa) has to cancel a training session, learners will be notified.

Students are informed of the cost per Unit of study prior to commencement of training, and are notified that all funds are to be paid to HCHIT (Samoa) following completion of study before a qualification is issued (once the student is deemed competent and has completed all required assessment tasks and has submitted relevant portfolio material).

Changes to the original, signed agreement between HCHIT (Samoa) and the employer/student can be made providing all parties are in agreement. A new contract can be redrawn or, if the student wishes to withdraw, a Statement of attainment for completed Units of study will be issues, and invoiced accordingly.

### STUDENT RESPONSIBILITIES

If a student cannot attend training and requires a refund, they must cancel their enrolment/invoice according to the process below:

<b>Cancellation period</b>	<b>Refund</b>
One (1) week prior to scheduled training commencement	▪ Administrative costs of \$WST50 retained from funding
Two (2) days prior to scheduled training commencement	▪ Administrative costs of \$WST90 retained plus the cost of printed material
Less than two (2) days' notice of cancellation	▪ Administrative costs of \$WST120 retained plus the cost of printed material plus travel costs (if applicable)



Enrolled but never shows on training days or submits assessment	▪ 100% of the course will be change for the training that is applied on the enrolment form and no refund
Cancels during the training course	▪ Non refundable upfront and weekly contributions fees

## REFUNDING OF MONIES

As monies are paid following completion, and as per the signed agreement, refunds are unlikely to be needed.

## Additional Services Fees

Where additional, students require services the following fee structure will apply;

Administration Fee (per Qualification)	\$WST450.00 with enrolment form
Credit Transfer Application Fee	FREE
Recognition of Prior Learning Application Fee*	\$WST80 Administration Fee and cost of Qualification (List Above)
Re-sit Fee (Resubmission of assessment)	\$WST50
Certificate Re-print (Diploma)	\$WST150

## Recognition of Current Competency or Recognition of Prior Learning (RPL)

Recognition of prior learning is the process by which individuals can have their prior qualifications and informal learning recognised formally through assessment. Recognition of current competence is the term used when individuals want the skills and knowledge that they are currently using for a particular job/role recognised.

Learners seeking to gain credit through RPL should do a thorough self-assessment against the competency standards for which they wish to gain recognition and collect evidence to support their application. A comprehensive outline of how to apply for RPL is outlined in your Welcome to Study Booklet.

**The RPL cost per unit is rated on the casual rate.**



## COURSE OUTLINE FOR CERTIFICATE I, II AND III IN HOSPITALITY

For Certificate III in Hospitality, a student will be required to complete all the units below.

Once a student is accepted, a copy of the year calendar will be issued on the first day of training

SQA Code and Title	<b>061FB006 Serve food and beverage</b>	
SQF Level	1	
Pre-requisites and co-requisites	061FH001 Use hygienic practices for food safety 061HO012 Provide responsible service of alcohol	
Description of Course	This describes the performance outcomes, skills and knowledge required to serve food and beverage to customers in a casual dining setting. It covers fundamental technical skills required to prepare the outlet for the service period, interact with customers to take orders, serve and clear food and beverage and to complete end of service tasks.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	9
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	<b>Total Hours for the Course</b>	<b>44</b>
Learning Objective	Prepare for food and beverage service. Welcome and advise customers. Take and process orders. Serve food and drinks to customers. Clear food and drinks. Complete end of shift duties.	
Assessment Type	Quiz (two of 10 questions), Tray Carrying Activity and Practical Observation and Final Quarterly Written Examination	

SQA Code and Title	<b>061FH001 Use hygienic practices for food safety</b>	
SQF Level	1	
Description of Course	This describes the performance outcomes, skills and knowledge required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards.	
Dates of Class	11 <sup>th</sup> , 18 <sup>th</sup> and 25 <sup>th</sup> November 2015 (class after July 2016)	



Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	9
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	44
Learning Objective	<p>Follow hygiene procedures and identify food hazards.</p> <p>Report any personal health issues.</p> <p>Prevent food contamination.</p> <p>Prevent cross contamination by washing hands</p>	
Assessment Type	Quiz, Practical Observation Practical and Final Quarterly Written Examination	

SQA Code and Title	<b>061FH002 Maintain the quality of perishable items</b>	
SQF Level	1	
Pre-requisites and co-requisites	FO001 Use hygienic practices for food safety	
Description of Course	<p>This NCS describes the performance outcomes, skills and knowledge required to maintain the quality of perishable supplies for commercial cookery or catering operations. It requires the ability to store perishable supplies in optimum conditions to minimise wastage and avoid food contamination.</p> <p>It does not include general stock control processes which are covered by the NCS 123CD004 Receive and store stock.</p>	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	9
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	44
Learning Objective	<p>Store supplies in appropriate conditions.</p> <p>Maintain perishable supplies at optimum quality.</p> <p>Check perishable supplies and dispose of spoilt stock.</p>	
Assessment Type	Quiz, Practical Observation and Final Quarterly Written Examination	

SQA Code and Title	<b>061HO001 Clean premises and equipment</b>	
SQF Level	1	
Description of Course	<p>This describes the performance outcomes, skills and knowledge required to carry out general cleaning duties. It requires the ability to set up cleaning equipment and to safely clean premises and equipment using resources</p>	



	efficiently to reduce negative environmental impacts.	
Dates of Class	7 <sup>th</sup> , 14 <sup>th</sup> and 21 <sup>st</sup> March 2016 (after July 2016 planner)	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	3
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	38
Learning Objective	<p>Select and set up cleaning equipment and materials.</p> <p>Wet and dry areas and associated equipment are cleaned to organisational standards.</p> <p>Leaning equipment and chemicals are stored and maintained in accordance with manufacturer’s instructions and organisational procedures.</p>	
Assessment Type	Quiz, Workplace Practical Observation and Final Quarterly Written Examination	

SQA Code and Title	<b>061HO003 Clean and tidy bar areas to organisational standards.</b>	
SQF Level	1	
Pre-requisites and co-requisites	061FH001 Use hygienic practices for food safety	
Description of Course	This describes the performance outcomes, skills and knowledge required to clean bars and public areas, clear and clean glasses and to safely dispose of waste.	
Hours required for the subject	Classroom Hours (M – 6pm – 9pm)	6
	Work Placement Hour – 1 hour shift before class (M,T and W – between 9am to 10am)	41
	Total Hours for the Course	47
Learning Objective	<p>Clean bar and equipment to organisational standards.</p> <p>Clean and maintain public areas to organisational standards.</p> <p>Work safely and reduce negative environmental impacts within scope of responsibility.</p>	
Assessment Type	Quiz, Practical Observation, 25 Question Quiz, Labelling Activity and Final Quarterly Written Examination	

SQA Code and Title	<b>061HO004 Participate in safe food handling practices</b>
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SQF Level	1	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This describes the performance outcomes, skills and knowledge required to handle food safely during the storage, preparation, display, service and disposal of food. It requires the ability to follow predetermined procedures as outlined in a food safety program.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	6
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	41
Learning Objective	<p>Follow food safety program.</p> <p>Store food safely according to food safety program.</p> <p>Prepare food safely according to food safety program.</p> <p>Provide safe single use items for customer and organisational use.</p> <p>Maintain a clean kitchen environment.</p> <p>Waste food is disposed of safely according to organisational procedures.</p>	
Assessment Type	20 Quiz Examination, Practical Observation and Final Quarterly Written Examination	

SQA Code and Title	<b>061HO005 Provide information on local area to visitors</b>	
SQF Level	1	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This describes the performance outcomes, skills and knowledge required to access general information on facilities, products and services available in the local area and to provide this to visitors.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	9
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	44
Learning Objective	Access and update visitor information.	



	Provide information to visitors.  Seek feedback on information provision.
Assessment Type	Quiz, Team work activity and Final Quarterly Written Examination

SQA Code and Title	<b>061HO006 Provide housekeeping services to guests</b>	
SQF Level	1	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This describes the performance outcomes, skills and knowledge required to provide a range of general housekeeping services to guests. It does not include cleaning and preparation of guests rooms which is covered in Prepare Rooms for Guests	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	12
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	47
Learning Objective	Respond to housekeeping requests.  Guests are courteously advised on room and housekeeping equipment.	
Assessment Type	Quiz, Practical Observation and Final Quarterly Written Examination	

SQA Code and Title	<b>061HO007 Prepare rooms for guests</b>	
SQF Level	2	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This NCS describes the performance outcomes, skills and knowledge required to clean and prepare rooms, including bedrooms and bathrooms, in an accommodation establishment. It requires the ability to set up cleaning equipment and trolleys and to safely clean guest rooms using resources efficiently to reduce negative environmental impacts.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	6
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	41
Learning Objective	Prepare for room servicing	





	<p>Make up beds according to organisational procedures.</p> <p>Clean rooms according to organisational procedures.</p> <p>Organise rooms according to organisational procedures.</p> <p>Check rooms according to organisational procedures.</p> <p>Clean and store trolleys and equipment according to organisational procedures.</p>
Assessment Type	Quiz and Final Quarterly Written Examination

SQA Code and Title	<b>061HO018 Work effectively in hospitality service</b>	
SQF Level	3	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This describes the performance outcomes, skills and knowledge required to provide effective hospitality service to customers during live service periods. It requires the ability to integrate a range of individual technical skills while dealing with numerous sales, service or operational tasks simultaneously to meet the needs of multiple and diverse customers. It incorporates preparation, service and end of service tasks.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	9
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	44
Learning Objective	<p>Prepare for service.</p> <p>Provide service.</p> <p>Complete operational tasks.</p> <p>Complete end of shift duties.</p>	
Assessment Type	Quiz and Final Quarterly Written Examination	

SQA Code and Title	<b>121LN006 Carry out basic workplace calculations</b>	
SQF Level	1	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This involves the skills and knowledge required to carry out basic routine workplace calculations, including carrying out required mathematical operations; preparing basic estimates of mass, size and volume and interpreting basic graphical representations of mathematical information. It includes calculations for routine industry-related tasks using manual and	



	electronic processes.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	6
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	41
Learning Objective	Carry out workplace calculations  Prepare workplace estimates  Interpret graphical representations of mathematical information	
Assessment Type	Quiz and Final Quarterly Written Examination	

SQA Code and Title	<b>122SI009 Show social and cultural sensitivity in the workplace in the workplace</b>	
SQF Level	1	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This describes the performance outcomes, skills and knowledge required to be socially aware when serving customers and working with colleagues. It requires the ability to communicate with people from a range of social and cultural groups with respect and sensitivity and address cross-cultural misunderstandings.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	6
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	41
Learning Objective	Communicate with customers and colleagues from diverse backgrounds.  Address cross cultural misunderstandings.	
Assessment Type	Quiz and Final Quarterly Written Examination	

SQA Code and Title	<b>123CD003 Source and present industry information</b>	
SQF Level	1	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This describes the performance outcomes, skills and knowledge required to conduct basic research and present information in response to an identified	



	need.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	9
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	44
Learning Objective	Source industry information. Prepare and present information.	
Assessment Type	Research and Presentation (teamwork) and Final Quarterly Written Examination	

SQA Code and Title	<b>123CD004 Receive and store stock</b>	
SQF Level	1	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This describes the performance outcomes, skills and knowledge required to check and take delivery of stock and to appropriately store, rotate and maintain the quality of stock items. It does not include specialist stock control processes for perishable foodstuffs which are covered by the NCS Maintain the quality of perishable supplies.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	9
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	44
Learning Objective	Take delivery of stock. Store stock. Rotate and maintain stock.	
Assessment Type	Quiz and Final Quarterly Written Examination	

SQA Code and Title	<b>123WP015 Participate in workplace communications</b>	
SQF Level	1	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This describes the performance outcomes, skills and knowledge required to communicate in the workplace. It includes gathering, conveying and receiving information together with completing routine written correspondence.	
	Classroom Hours (M,T and W – 10am – 1pm)	9



Hours required for the subject	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	44
Learning Objective	<p>Gather, convey and receive information and ideas relevant to the workplace.</p> <p>Complete workplace documentation and correspondence according to organisational requirements.</p> <p>Communicate in a way that responds positively to individual differences and barriers to understanding.</p>	
Assessment Type	Quiz and Final Quarterly Written Examination	

SQA Code and Title	<b>123WP016 Work effectively with others</b>	
SQF Level	1	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This describes the performance outcomes, skills and knowledge required to work in a group environment promoting team commitment and cooperation, supporting team members and dealing effectively with issues, problems and conflict.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	9
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	44
Learning Objective	<p>Develop effective workplace relationships</p> <p>Contribute to workgroup activities</p> <p>Deal effectively with issues, problems and conflict</p>	
Assessment Type	Quiz, Practical Observation and Final Quarterly Written Examination	

SQA Code and Title	<b>123WP017 Interact with customers in the workplace</b>	
SQF Level	1	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This describes the performance outcomes, skills and knowledge required to deliver fundamental customer service to both internal and external customers. It requires the ability to greet and serve customers and cover a range of customer service enquiries including routine customer problems.	
	Classroom Hours (M,T and W – 10am – 1pm)	6



Hours required for the subject	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	41
Learning Objective	Greet and serve customers according to organisational procedures.  Work with others to deliver service.  Provide feedback on customer service.	
Assessment Type	Quiz and Final Quarterly Written Examination	

SQA Code and Title	<b>123WP018 Use business technology in the workplace</b>	
SQF Level	1	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This NCS describes the performance outcomes, skills and knowledge required to select, use and maintain a range of business technology. This technology includes the effective use of computer software to organise information and data.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	6
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	41
Learning Objective	Select and use technology for the requirements of the workplace  Process and organise data according to organisational procedures  Maintain technology according to organisational procedures	
Assessment Type	Quiz and Final Quarterly Written Examination	

SQA Code and Title	<b>061CO008 Provide advice on wines</b>	
SQF Level	3	
Pre-requisites and co-requisites	061HO012 Provide responsible service of alcohol	
Description of Course	This describes the performance outcomes, skills and knowledge required to evaluate a range of wines, provide advice to customers on their selection and to continuously extend personal product knowledge.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	9
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	44



Learning Objective	Evaluate wines.  Handle, store and monitor wine products.  Advise customers on wines.  Extend and update own knowledge wines.
Assessment Type	Quiz, Practical Observation and Final Quarterly Written Examination

SQA Code and Title	<b>061FB003 Operate a bar</b>	
SQF Level	3	
Pre-requisites and co-requisites	061HO012 Provide responsible service of alcohol 061FH001 Use hygienic practices for food safety	
Description of Course	This NCS describes the performance outcomes, skills and knowledge required to prepare a bar for service, take drink orders, prepare and serve alcoholic and non-alcoholic beverages and close the bar down. Customer service and selling skills are found in other NCS.	
Hours required for the subject	Classroom Hours (M - 6pm – 9pm)	6
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	41
Learning Objective	Prepare bar for service.  Take drink orders.  Prepare and serve drinks.  Close down bar operations.  Work safely and reduce negative environmental impacts.	
Assessment Type	Quiz, Practical Observation and Final Quarterly Written Examination	

SQA Code and Title	<b>061FB004 Prepare and serve non-alcoholic beverages</b>	
SQF Level	2	
Pre-requisites and co-requisites	061FH001 Use hygienic practices for food safety	
Description of Course	This NCS describes the performance outcomes, skills and knowledge required to prepare and serve a range of teas, non-espreso coffees and other non-alcoholic beverages. It requires the ability to select ingredients and equipment and to use a range of methods to make and present drinks. It does not include making espreso coffee beverages which is covered in the NCS Prepare and	



	serve espresso coffee.	
Hours required for the subject	Classroom Hours (M,6pm – 9pm)	6
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	41
Learning Objective	<p>Select ingredients.</p> <p>Select, prepare and use equipment.</p> <p>Prepare and serve non-alcoholic drinks.</p>	
Assessment Type	Quiz, Practical Observation and Final Quarterly Written Examination	

SQA Code and Title	<b>061FB005 Prepare and serve espresso coffee</b>	
SQF Level	3	
Pre-requisites and co-requisites	061FH001 Use hygienic practices for food safety	
Description of Course	This unit describes the performance outcomes, skills and knowledge required to extract and serve espresso coffee beverages using commercial espresso machines. It requires the ability to advise customers on coffee beverages, select and grind coffee beans, prepare and assess espresso coffee beverages and to use, maintain and clean espresso machines. Complex repairs of equipment would be referred to specialist service technicians.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	9
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	44
Learning Objective	<p>Organise coffee workstation.</p> <p>Select and grind required amount of coffee beans.</p> <p>Advise customers on espresso coffee beverages.</p> <p>Extract and monitor quality of espresso.</p> <p>Texture milk to required standards.</p> <p>Serve espresso coffee beverages.</p> <p>Clean espresso equipment according to organisational procedures.</p>	
Assessment Type	Quiz, Practical Observation and Final Quarterly Written Examination	

SQA Code and Title	<b>061FB007 Provide advice on food</b>
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SQF Level	3	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This describes the performance outcomes, skills and knowledge required to provide accurate information and advice on different menu options. It requires the ability to evaluate organisational menu items, provide advice to customers on their menu selection, contribute to menu design and to continuously extend personal product knowledge of food and cuisines.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	6
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	41
Learning Objective	<p>Research information on food.</p> <p>Advise customers on menu items.</p> <p>Contribute to menu development.</p> <p>Extend and update food knowledge.</p>	
Assessment Type	Dietary Quiz, Menu Development Activity, Plating Activity Test and Final Quarterly Written Examination	

SQA Code and Title	<b>061FB008 Prepare and serve cocktails</b>	
SQF Level	3	
Pre-requisites and co-requisites	061HO12 Provide responsible service of alcohol 061FH001 Use hygienic practices for food safety	
Description of Course	This describes the performance outcomes, skills and knowledge required to prepare and serve a range of organisational and traditional specific cocktails. It requires the ability to promote, prepare and present attractive cocktails and experiment with ideas to develop new cocktail recipes.	
Dates of Class	Bar Tender Course – 20 weeks on Monday (Starts June 2016)	
Hours required for the subject	Classroom Hours (M,6pm – 9pm)	30
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	65
Learning Objective	<p>Promote cocktails to customers.</p> <p>Prepare cocktails.</p> <p>Present cocktails to customers.</p>	
Assessment Type	Quiz, Practical Observation and Final Quarterly Written Examination	





SQA Code and Title	<b>061FB009 Provide advice on beers, spirits and liqueurs</b>	
SQF Level	3	
Pre-requisites and co-requisites	061HO012 Provide responsible service of alcohol	
Description of Course	This describes the performance outcomes, skills and knowledge required to evaluate a range of local and imported beers, spirits and liqueurs, provide advice to customers on their selection and to continuously extend personal product knowledge.	
Dates of Class	Bar Tender Course – 20 weeks on Monday (Starts June 2016)	
Hours required for the subject	Classroom Hours (M,6pm – 9pm)	9
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	44
Learning Objective	<p>Evaluate beers, spirits and liqueurs.</p> <p>Handle, store and monitor beers, spirits and liqueur products.</p> <p>Advise customers on beers, spirits and liqueurs.</p> <p>Extend and update own knowledge of beers, spirits and liqueurs.</p>	
Assessment Type	Quiz, Practical Observation and Final Quarterly Written Examination	

SQA Code and Title	<b>061FB010 Provide silver service</b>	
SQF Level	3	
Pre-requisites and co-requisites	061FH001 Use hygienic practices for food safety	
Description of Course	This NCS describes the performance outcomes, skills and knowledge required to provide full silver service in a fine dining restaurant. It requires the ability to prepare tables for silver service and use silver service techniques to serve meals.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	12
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	47
Learning Objective	<p>Prepare tables for silver service.</p> <p>Work in cooperation with kitchen staff.</p> <p>Use silver service techniques to serve meals.</p>	
Assessment Type	Quiz, Practical Observation – Table setting, Serving, French Servicing, Team Serving Activity and Final Quarterly Written Examination	



SQA Code and Title	<b>061FB011 Provide advice on food and beverage matching</b>	
SQF Level	3	
Pre-requisites and co-requisites	061HO012 Provide responsible service of alcohol	
Description of Course	This describes the performance outcomes, skills and knowledge required to evaluate a range of beverages and their compatibility with different food items and cuisines, provide advice to customers on their selection and to continuously extend personal product knowledge to enhance customer service.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	9
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	44
Learning Objective	<p>Evaluate food and beverages for compatibility.</p> <p>Provide advice on food and beverage compatibility.</p> <p>Extend and update own knowledge of food and beverage compatibility.</p>	
Assessment Type	Quiz, Practical Observation for Wine Tasting and Final Quarterly Written Examination	

SQA Code and Title	<b>061HO008 Launder linen and guest clothes</b>	
SQF Level	2	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This describes the performance outcomes, skills and knowledge required to launder linen and guest clothes. It requires the ability to operate laundry equipment safely, complete the laundering process for a variety of items and use resources efficiently to reduce negative environmental impacts.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	9
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	44
Learning Objective	<p>Process laundry items according to organisational procedures.</p> <p>Finish laundry items according to organisational procedures.</p> <p>Package and store laundry items according to organisational procedures.</p>	
Assessment Type	Quiz and Final Quarterly Written Examination	



SQA Code and Title	<b>061HO009 Use hospitality skills effectively</b>	
SQF Level	2	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This NCS describes the performance outcomes, skills and knowledge required to provide effective hospitality service to customers during live service periods. It requires the ability to integrate a range of individual technical skills while dealing with numerous sales, service or operational tasks simultaneously to meet the needs of multiple and diverse customers. It incorporates preparation, service and end of service tasks.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	6
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	41
Learning Objective	Prepare for service. Provide service. Complete operational tasks. Complete end of shift duties.	
Assessment Type	Quiz – Local Tourist Market and Final Quarterly Written Examination	

SQA Code and Title	<b>061HO012 Provide responsible service of alcohol</b>	
SQF Level	3	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This describes the performance outcomes, skills and knowledge required to responsibly sell or serve alcohol. Responsible practices must be undertaken wherever alcohol is served and sold, including where alcohol samples are served during on-site product tastings. This NCS, therefore, applies to any workplace where alcohol is served and sold, including all types of hospitality venues, retail liquor outlets, breweries and distilleries.	
Dates of Class	Bar Tender Course – 20 weeks on Monday (Starts June 2016)	
Hours required for the subject	Classroom Hours (M,6pm – 9pm)	3
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	38
Learning Objective	Sell or serve alcohol responsibly.	



	<p>Assist customers to drink within appropriate limits.</p> <p>Assess alcohol affected customers and identify customers to whom sale or service must be refused.</p> <p>Refuse to provide alcohol.</p>
Assessment Type	Quiz, Practical Observation and Final Quarterly Written Examination

SQA Code and Title	<b>061HO016 Provide accommodation reception services</b>	
SQF Level	3	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This describes the performance outcomes, skills and knowledge required to check guests in and out of commercial accommodation establishments. It requires the ability to check daily arrivals, allocate rooms and complete relevant documentation.	
Dates of Class	Customer Service Course – 12 weeks on Tuesday (Starts June 2016)	
Hours required for the subject	Classroom Hours (T 6pm – 9pm)	3
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	<b>Total Hours for the Course</b>	<b>38</b>
Learning Objective	<p>Prepare for guest arrival.</p> <p>Welcome and register guests.</p> <p>Organise guest departure.</p> <p>Prepare front office records and reports.</p>	
Assessment Type	Quiz and Final Quarterly Written Examination	

SQA Code and Title	<b>092HM002 Purchase goods</b>	
SQF Level	3	
Pre-requisites and co-requisites	Not applicable	
Description of Course	<p>This describes the performance outcomes, skills and knowledge required to determine the purchasing requirements for goods, source suppliers, discuss requirements and to assess the quality of goods before purchasing.</p> <p>It does not cover the specialist skills to systematically purchase and control the supply of goods for an organization.</p>	



## Hospitality & Community Health Institute of Training, Samoa

Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	9
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	44
Learning Objective	<p>Determine purchasing requirements.</p> <p>Source suppliers and discuss requirements.</p> <p>Assess quality of goods and make purchase.</p>	
Assessment Type	Quiz and Final Quarterly Written Examination	

SQA Code and Title	<b>092TM009 Enhance the customer service experience</b>	
SQF Level	4	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This describes the performance outcomes, skills and knowledge required to provide professional and personalised customer service experiences. It requires the ability to determine and meet customer preferences, develop customer relationships, respond to difficult service situations and take responsibility for resolving complaints.	
Dates of Class	Customer Service Course – 12 weeks on Tuesday (Starts June 2016)	
Hours required for the subject	Classroom Hours (T – 6pm – 9pm)	6
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	41
Learning Objective	<p>Provide a quality service experience to customers.</p> <p>Proactively respond to difficult service situations.</p> <p>Resolve customer complaints.</p> <p>Develop a customer relationship.</p>	
Assessment Type	Quiz, Practical Observation and Final Quarterly Written Examination	

SQA Code and Title	<b>121LN007 Process financial transactions</b>	
SQF Level	2	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This describes the performance outcomes, skills and knowledge required to accept and process cash and other payments for products and services and to	



	reconcile takings at the end of the service period or day.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	6
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	41
Learning Objective	Process customer payments.  Reconcile takings.	
Assessment Type	Quiz and Final Quarterly Written Examination	

SQA Code and Title	<b>122LS013 Identify hazards, assess and control safety risks</b>	
SQF Level	3	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This describes the performance outcomes, skills and knowledge required to identify hazards, assess the associated workplace safety risks, take measures to eliminate or minimise those risks and document all processes.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	6
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	41
Learning Objective	Identify hazards.  Assess the safety risk associated with a hazard.  Eliminate or control the risk.	
Assessment Type	Quiz, Risk Assessment Activity and Final Quarterly Written Examination	

SQA Code and Title	<b>123WP019 Provide service to customers</b>	
SQF Level	3	
Pre-requisites and co-requisites	Not applicable.	
Description of Course	This describes the performance outcomes, skills and knowledge required to communicate effectively with and provide quality service to both internal and external customers. It requires the ability to establish rapport with customers, determine and address customer needs and expectations and respond to complaints.	
Dates of Class	Customer Service Course – 12 weeks on Tuesday (Starts June 2016)	



## Hospitality & Community Health Institute of Training, Samoa

Hours required for the subject	Classroom Hours (T – 6pm – 9pm)	3
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	38
Learning Objective	<p>Communicate with internal and external customers.</p> <p>Follow organisational and industry standards in relation to customer service.</p> <p>Respond to customer complaints.</p> <p>Provide internal feedback on customer service practices.</p>	
Assessment Type	Quiz and Final Quarterly Written Examination	

SQA Code and Title	<b>123WP022 Coach others in job skills</b>	
SQF Level	3	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This describes the performance outcomes, skills and knowledge required to provide on-the-job coaching to colleagues in workplace situations where buddy systems and informal on-the-job training is common. It requires the ability to explain and demonstrate specific skills, knowledge and procedures and to monitor the progress of colleagues until they are able to operate independently of the coach.	
Dates of Class	Team building Activities (Starts June 2016)	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	9
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	44
Learning Objective	<p>Prepare a plan for on the job coaching.</p> <p>Coach colleagues on the job.</p> <p>Follow up coaching.</p>	
Assessment Type	Quiz, Observation in Teamwork and Final Quarterly Written Examination	

SQA Code and Title	<b>123WP023 Control stock</b>	
SQF Level	3	
Pre-requisites and co-requisites	Not applicable	



Description of Course	This describes the performance outcomes, skills and knowledge required to process stock orders, maintain stock levels, minimise stock losses, manage stocktakes and maintain all documents that relate to the administration of any type of stock.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	9
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	44
Learning Objective	<p>Maintain stock levels and records.</p> <p>Process stock orders.</p> <p>Minimise stock losses.</p> <p>Follow up orders.</p> <p>Organise and administer stocktakes.</p>	
Assessment Type	Quiz and Final Quarterly Written Examination	

SQA Code and Title	<b>122LS011 Participate in safe work practices</b>	
SQF Level	1	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This NCS describes the performance outcomes, skills and knowledge required to incorporate safe work practices into all workplace activities. It requires the ability to follow predetermined health, safety and security procedures and to participate in organisational work health and safety management practices.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	3
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	38
Learning Objective	<p>Work safely according to organisational procedures</p> <p>Follow procedures for emergency situations</p> <p>Participate in organisational work health and safety practices</p>	
Assessment Type	25 Question Quiz, Workplace Risk Assessment and HACCP Assessment and Final Quarterly Written Examination	

SQA Code and Title	<b>061HO017 Provide lost and found services to guest</b>	
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SQF Level	2	
Pre-requisites and co-requisites	Not applicable	
Description of Course	This NCS describes the performance outcomes, skills and knowledge required to 123WP019 Provide service to customers who have lost and found items. It requires the ability to determine and record details of items, investigate lost items, assist claimants and complete documentation.	
Hours required for the subject	Classroom Hours (M,T and W – 10am – 1pm)	9
	30 hours per week Work Placement – 6 hour shifts (M,T,W,Th,Fri or Sat – between 7.30am to 12 midnight)	35
	Total Hours for the Course	44
Learning Objective	<p>Determine and record details of lost and found items</p> <p>Assist customers with lost and claimed items</p> <p>Complete lost and found documents</p>	
Assessment Type	10 Question Quiz, Reporting Activity, Samoan Laws of Stealing and Final Quarterly Written Examination	