

Austech Institute for Further Education

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THH33102 - Certificate III in Hospitality (Asian Cookery)

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 <p>Austech Institute for Further Education</p>	Title
	RPL Form: THH33102

## Applicant Details

<b>Surname</b>		<b>Given Names</b>	
<b>Address</b>			
		<b>Postcode</b>	
<b>Phone</b>			
<b>Date submitted</b>		<b>Date Paid</b>	

### THH33102 Certificate III in Hospitality (Asian Cookery)

#### Packaging Advice

To complete the Certificate III in Hospitality (Asian Cookery) qualification you must complete/receive RPL for 30 units chosen as follows:

- 25 core units and
- 5 elective units

Five elective units with at least 2 from one or more of the cookery-related areas of the Hospitality Training package specified below:

- Asian Cookery
- Commercial Catering
- Commercial Cookery

Units from other Training Packages must not duplicate units selected from the Hospitality Training Package.

All units selected must contribute to and combine to form a credible work outcome.

**SUMMARY OF COMPETENCIES ACHIEVED - CERTIFICATE III IN HOSPITALITY (ASIAN COOKERY)**

UNITS OF COMPETENCY	DESCRIPTION OF UNITS OF COMPETENCY	EVIDENCE PROVIDED	DATE	ASSESSOR SIGNATURE
THHCO01B (C)	Develop and update hospitality industry knowledge			
THHCOR01B (C)	Work with colleagues and customers			
THHCOR02B (C)	Work in a socially diverse environment			
THHCOR03B (C)	Follow health, safety and security procedures			
THHGHS01B (C)	Follow workplace hygiene procedures			
THHBCC11B (C)	Implement food safety procedures			
THHBKA04B (C)	Clean and maintain kitchen premises			
THHBKA01B (C)	Organise and prepare food			
THHBKA02B (C)	Present food			
<b>THHASC01A</b>	<b>Use basic Asian methods of cookery</b>			
THHBCC13B (C)	Plan and control menu based catering			
THHASC13A (E)	Plan menus for Asian cuisines			
THHBKA03B (C)	Receive and store kitchen supplies			
THHGA01B (C)	Communicate on the telephone			
THHGCS02B (C)	Promote products and services to customers			
THHGCS03B (C)	Deal with conflict situations			
THGTR01B (C)	Coach others in job skills			
THHASC02A (C)	Produce appetisers and snacks for Asian cuisines			
THHASC03A (C)	Prepare stocks and soups for Asian cuisines			
THHASC04A (C)	Prepare sauces, dips and accompaniments for Asian cuisines			
THHASC05A (C)	Prepare salads Asian cuisines			
THHASC06A (C)	Prepare rice and noodles for Asian cuisines			
THHASC07A (C)	Prepare meat, poultry, seafood and vegetables for Asian cuisines			
THHASC08A (E)	Prepare desserts for Asian cuisines			
THHASC10A (E)	Prepare satay for Asian cuisines			
THHASC11A (E)	Prepare vegetarian dishes for Asian cuisines			
THHJA04B (E)	Prepare and produce Japanese raw fish (Sashimi)			
THHBCAT01B (C)	Prepare foods according to specific dietary needs			
THHCCH01A (C)	Prepare, cook and serve food <i>{HOLISTIC UNIT}</i>			
THHCCH02A (C)	Prepare, cook and serve food items <i>{HOLISTIC UNIT}</i>			

**LEGEND: (C) – Core Unit (E) – Elective Unit**

**All competencies achieved**

YES

NO

**RPL Application Approved**

YES

NO

**APPROVED BY:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**THHCO01B**

**Develop and update hospitality industry knowledge**

This unit deals with the skills and knowledge required to access, increase and update knowledge of the hospitality industry including different industry sectors and relevant industry legislation. This knowledge underpins effective performance in all sectors and applies to all people working in the hospitality industry. In-depth knowledge is therefore not required.

<b>ELEMENT OF COMPETENCY</b>	<b>Evidence Submitted</b>	<b>Details of Evidence Submitted Eg. Where, When, Comments</b>
<p><b>1 Seek information on the hospitality industry</b>            1.1 Identify and access sources of information on the hospitality industry, appropriately and correctly.            1.2 Obtain information to assist effective work performance within the industry            1.3 Access and update specific information on relevant sector(s) of work.            1.4 Use knowledge of the hospitality industry in the correct context to enhance quality of work performance.</p>		
<p><b>2 Source and apply information on legal and ethical issues on the hospitality industry</b>            2.1 Obtain information on legal and ethical issues to assist effective work performance.            2.2 Conduct day-to-day hospitality industry activities in accordance with legal obligations and ethical industry practices.</p>		
<p><b>3 Update hospitality industry knowledge</b>            3.1 Identify and use a range of opportunities to update general knowledge of the hospitality industry.            3.2 Monitor current issues of concern to the industry.            3.3 Share updated knowledge with customers and colleagues as appropriate and incorporate this knowledge into day-to-day work activities.</p>		

**THHCOR01B**

**Work with colleagues and customers**

This unit deals with the interpersonal, communication and customer service skills required by all people working in the tourism and hospitality industries. This is a core unit which underpins all other competencies dealing with colleagues and customers and applies to all levels and sectors of the industry.

<b>ELEMENT OF COMPETENCY</b>	<b>Evidence Submitted</b>	<b>Details of Evidence Submitted Eg. Where, When, Comments</b>
<p><b>1 Communicate in the workplace</b></p> <p>1.1 Conduct communication with customers and colleagues in a polite, professional and friendly manner.            1.2 Use language and tone appropriate to a given situation in both written and spoken communication.            1.3 Use appropriate non-verbal communication in all situations.            1.4 Observe and take into consideration non-verbal communication of colleagues and customers.            1.5 Show sensitivity to cultural and social differences.            1.6 Use active listening and questioning to facilitate effective two-way communication.            1.7 Identify potential and existing conflicts and seek solutions in conjunction with parties involved. 1.8 Select an appropriate medium of communication for the particular audience, purpose and situation, taking into consideration the characteristics of each medium and the relevant factors involved.            1.9 Use the medium correctly and according to standard protocol and enterprise procedures.</p>		
<p><b>2 Maintain personal presentation standards</b></p> <p>2.1 Practise high standards of personal presentation</p>		
<p><b>3 Provide service to colleagues and customers</b></p> <p>3.1 Identify customer needs and expectations correctly, including those with special needs, and provide appropriate products, services or information.            3.2 Meet all reasonable needs and requests of customers within acceptable enterprise time frames.            3.3 Identify and take all opportunities to enhance the quality of service.            3.4 Recognise customer dissatisfaction promptly and take action to resolve the situation according to individual level of responsibility and enterprise procedures.            3.5 Handle customer complaints positively, sensitively and politely and in consultation with the customer. 3.6 Refer difficult complaints to the appropriate person in accordance with individual level of responsibility and enterprise policy and procedures. 3.7 Maintain a positive and co-operative manner at all times.</p>		
<p><b>4 Work in a team</b></p> <p>4.1 Demonstrate trust, support and respect towards team members in day-to-day work activities.</p>		

<p>4.2 Recognise and accommodate cultural differences within the team.</p> <p>4.3 Identify work-team goals jointly with colleagues and relevant others.</p> <p>4.4 Identify, prioritise and complete individual tasks within designated time frames.</p> <p>4.5 Seek assistance from other team members, supervisors and managers when required.</p> <p>4.6 Offer assistance to colleagues when required, to ensure designated work goals are met.</p> <p>4.7 Acknowledge and respond to feedback and information from other team members.</p> <p>4.8 Negotiate changes to individual responsibilities to meet reviewed work goals.</p>		
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**THHCOR02B**

**Work in a socially diverse environment**

This unit deals with the cultural awareness that is required by all people working in the tourism and hospitality industries. It includes the cultural awareness required for serving customers and working with colleagues from diverse backgrounds.

ELEMENT OF COMPETENCY	Evidence Submitted	Details of Evidence Submitted Eg. Where, When, Comments
<p><b>1 Communicate with customers and colleagues from diverse backgrounds</b></p> <p>1.1 Value customers and colleagues from different cultural groups and treat them with respect and sensitivity.</p> <p>1.2 Take into consideration cultural differences in all verbal and non-verbal communication.</p> <p>1.3 Communicate through the use of gestures or simple words in the other person's language, where language barriers exist.</p> <p>1.4 Obtain assistance from colleagues, reference books or outside organisations when required.</p>		
<p><b>2 Deal with cross cultural misunderstandings</b></p> <p>2.1 Identify issues which may cause conflict or misunderstanding in the workplace.</p> <p>2.2 Address difficulties with the appropriate people and seek assistance from team leaders or others where required.</p> <p>2.3 Consider possible cultural differences when difficulties or misunderstandings occur.</p> <p>2.4 Make efforts to resolve misunderstandings, taking account of cultural considerations.</p> <p>2.5 Refer issues and problems to the appropriate team leader/supervisor for follow up.</p>		

**THHCOR03B**

**Follow health, safety and security procedures**

This unit deals with the skills and knowledge required to follow health, safety and security procedures. This unit applies to all individuals working in the tourism and hospitality industries. It does not cover hygiene or first aid which are found in the units THHGHS01B Follow workplace hygiene procedures and THHGHS03B Provide first aid.

<b>ELEMENT OF COMPETENCY</b>	<b>Evidence Submitted</b>	<b>Details of Evidence Submitted Eg. Where, When, Comments</b>
<p><b>1 Follow workplace procedures for health, safety and security</b></p> <p>1.1 Follow correct health, safety and security procedures in accordance with enterprise policy, relevant legislation and insurance requirements.</p> <p>1.2 Identify and promptly report breaches of health, safety and security procedures.</p> <p>1.3 Report any suspicious behaviour or unusual occurrences promptly to the designated person.</p>		
<p><b>2 Deal with emergency situations</b></p> <p>2.1 Recognise emergency and potential emergency situations promptly and determine and/or take required actions within the scope of individual responsibility.</p> <p>2.2 Follow emergency procedures correctly in accordance with enterprise procedures.</p> <p>2.3 Seek assistance promptly from colleagues and/or other authorities where appropriate.</p> <p>2.4 Report details of emergency situations accurately in accordance with enterprise policy.</p>		
<p><b>3 Maintain safe personal presentation standards</b></p> <p>3.1 Ensure that personal presentation takes account of the workplace environment and health and safety issues including:</p> <ul style="list-style-type: none"> <li>• appropriate personal grooming and hygiene</li> <li>• appropriate clothing and footwear.</li> </ul>		
<p><b>4 Provide feedback on health, safety and security</b></p> <p>4.1 Identify issues requiring attention.</p> <p>4.2 Raise issues with the designated person(s) in accordance with enterprise and legislative requirements.</p>		

**THHGHS01B**

**Follow workplace hygiene procedures**

This unit deals with the skills and knowledge required to follow key hygiene procedures which apply in hospitality and tourism enterprises. It is particularly relevant to staff working in kitchens, housekeeping, food and beverage and tour operations involving the preparation of food.

This unit addresses the key requirements of the National Food Safety Guideline Standard GFSBFSPA Follow basic food safety practices.

ELEMENT OF COMPETENCY	Evidence Submitted	Details of Evidence Submitted Eg. Where, When, Comments
<p><b>1 Follow hygiene procedures</b></p> <p>1.1 Follow workplace hygiene procedures in accordance with enterprise standards and legal requirements.</p> <p>1.2 Handle and store all items according to enterprise requirements and legal obligations.</p>		
<p><b>2 Identify and prevent hygiene risks</b></p> <p>2.1 Identify potential hygiene risks promptly.</p> <p>2.2 Take action to minimise or remove the risk within the scope of individual responsibility and in accordance with enterprise and legal requirements.</p> <p>2.3 Report hygiene risks beyond the control of individual staff members immediately to the appropriate person for follow up.</p>		

**THHBCC11B**

**Implement food safety procedures**

This unit refers to the following of food safety procedures in the workplace as part of a food safety program or plan. These procedures relate to a food safety program based on the HACCP method (Hazard analysis and critical control points) but can also be customised to other systems. This unit complies with legislative requirements for food safety and the implementation of a food safety plan. This unit addresses the key requirements of the National Food Safety Guidelines Standard GFSMFSRA Apply and monitor food safety requirements.

The development of a food safety program or plan, and related procedures, is covered in the unit THHS2CC3B Develop a food safety plan.

<b>ELEMENT OF COMPETENCY</b>	<b>Evidence Submitted</b>	<b>Details of Evidence Submitted Eg. Where, When, Comments</b>
<p><b>1 Identify food safety critical control points and hazards</b></p> <p>1.1 Identify critical control points for food safety in the food production system and to reflect specific job role and workplace conditions.</p> <p>1.2 Correctly identify the biological, physical and chemical hazards for food handling, production, storage and service which apply to the workplace.</p>		
<p><b>2 Implement procedures for food safety</b></p> <p>2.1 Identify food safety policies and procedures correctly in relation to critical control points and hazards.</p> <p>2.2 Follow all food safety policies and procedures correctly and consistently in accordance with enterprise and legislative requirements.</p>		

**THHBKA04B**

**Clean and maintain kitchen premises**

This unit deals with the skills and knowledge to clean and maintain, kitchens, food preparation and storage areas in commercial cookery or catering operations.

<b>ELEMENT OF COMPETENCY</b>	<b>Evidence Submitted</b>	<b>Details of Evidence Submitted Eg. Where, When, Comments</b>
<p><b>1 Clean, sanitise and store equipment</b></p> <p>1.1 Select and use chemicals correctly for cleaning and/or sanitising kitchen equipment and utensils.</p> <p>1.2 Clean and/or sanitise equipment and/or utensils according to manufacturer's instructions and without causing damage.</p> <p>1.3 Store or stack cleaned equipment and utensils safely and in the designated place.</p> <p>1.4 Use cleaning equipment safely and according to manufacturer's instructions.</p> <p>1.5 Assemble and disassemble cleaning equipment in a safe manner.</p> <p>1.6 Store cleaning equipment safely and correctly in the designated position and area.</p>		
<p><b>2 Clean and sanitise premises</b></p> <p>2.1 Follow cleaning schedules correctly.</p> <p>2.2 Use chemicals and equipment correctly and safely to clean and/or sanitise walls, floors, shelves and other surfaces.</p> <p>2.3 Clean and/or sanitise walls, floors, shelves and working surfaces without causing damage to health or property.</p> <p>2.4 Follow first aid procedures in the event of any chemical accident.</p>		
<p><b>3 Handle waste and linen</b></p> <p>3.1 Sort waste and dispose of it according to hygiene regulations, enterprise practices and procedures and environmental considerations.</p> <p>3.2 Dispose of cleaning chemicals safely and according to environmental considerations.</p> <p>3.3 Sort linen and safely remove it according to enterprise procedures.</p>		

**THHBKA01B**

**Organise and prepare food**

This unit deals with the skills and knowledge required to organise and prepare a variety of foods for the kitchen of a hospitality or catering operation. It focuses on general food preparation techniques.

ELEMENT OF COMPETENCY	Evidence Submitted	Details of Evidence Submitted Eg. Where, When, Comments
<p><b>1 Prepare equipment for use</b></p> <p>1.1 Ensure that equipment is clean before use, is the correct type and size and is safely assembled and ready for use.</p> <p>1.2 Select, assemble and use equipment correctly, safely and hygienically.</p>		
<p><b>2 Assemble and prepare ingredients for menu items</b></p> <p>2.1 Identify ingredients correctly, according to standard recipes, recipe cards or enterprise requirements.</p> <p>2.2 Assemble ingredients according to the correct quantity, type and quality required.</p> <p>2.3 Prepare ingredients in the required form and time frame.</p>		
<p><b>3 Prepare dairy, dry goods, fruits and vegetables</b></p> <p>3.1 Prepare food according to correct weight, amount and/or number of portions.</p> <p>3.2 Clean, peel and/or prepare vegetables and fruit as required for menu items.</p> <p>3.3 Prepare dairy products as required for menu items, ensuring they are correctly handled.</p> <p>3.4 Measure, sift where appropriate, and use dry goods as required for menu items.</p> <p>3.5 Prepare general food items correctly as required for menus.</p>		
<p><b>4 Prepare meat seafood and poultry</b></p> <p>4.1 Prepare and portion food accurately, according to size and/or weight and required menu items.</p> <p>4.2 Trim, mince or slice and prepare meat correctly.</p> <p>4.3 Clean, prepare and/or fillet fish and seafood correctly.</p> <p>4.4 Trim and prepare poultry correctly.</p> <p>4.5 Store meat, seafood and poultry hygienically.</p>		

**THHBKA02B**

**Present food**

This unit deals with skills and knowledge required to efficiently and professionally plate, present and serve food in a commercial kitchen or catering operation.

<b>ELEMENT OF COMPETENCY</b>	<b>Evidence Submitted</b>	<b>Details of Evidence Submitted Eg. Where, When, Comments</b>
<p><b>1 Prepare food for service</b>            1.1 Identify foods correctly for menu items.            1.2 Arrange sauces and garnishes to enterprise requirements for specific dishes.</p>		
<p><b>2 Portion and plate food</b>            2.1 Ensure that sufficient supplies of clean, undamaged crockery are available at temperatures appropriate to food being served. 2.2 Portion food correctly according to enterprise policies and/or standard recipes.            2.3 Plate food and present neatly and attractively, without drips or spills, to the enterprise requirements for the specified dish, taking into consideration:            · eye appeal            · colour and contrast            · temperature of food and service equipment            · classical and innovative arrangement styles.            2.4 Serve food to be displayed in public areas at the correct temperature, in an attractive manner, without drips or spills and giving attention to colour.</p>		
<p><b>3 Work in a team</b>            3.1 Demonstrate good teamwork with all kitchen and food service staff to ensure timely, quality service of food.            3.2 Organise and follow a kitchen routine for food service to maximise food quality and minimise delays.            3.3 Maintain a high standard of personal and work-related hygiene practices.</p>		

**THHASC01A**

**Use basic Asian methods of cookery**

This unit deals with the basic principles and methods used in Asian cookery including national Asian cuisines as well as regional specialisations. This unit applies to Indonesian, Indian, Malay/Nonya, Japanese, Thai, Vietnamese and Chinese cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts. This unit underpins the achievement of competence in all other units related to Asian cookery.

<b>ELEMENT OF COMPETENCY</b>	<b>Evidence Submitted</b>	<b>Details of Evidence Submitted Eg. Where, When, Comments</b>
<p><b>1 Select and use cooking equipment and technology</b></p> <p>1.1 Select appropriate equipment or technology for particular cuisine styles and required cooking methods.</p> <p>1.2 Set up, use and maintain equipment hygienically, safely and in accordance with manufacturer's instructions, enterprise specifications and traditional requirements.</p>		
<p><b>2 Assemble and prepare ingredients for Asian menu items</b></p> <p>2.1 Identify ingredients correctly, according to recipes or enterprise requirements.</p> <p>2.2 Calculate correct quantities and ratios of commodities for specific menu items.</p> <p>2.3 Prepare, cut and portion ingredients for specified dishes to enterprise portion specifications.</p> <p>2.4 Assemble the ingredients according to the correct quantity, type and quality required.</p> <p>2.5 Prepare the ingredients in the required form and time frame, using appropriate preparation methods and cutting techniques.</p>		
<p><b>3 Apply methods of cookery and prepare and cook a range of given menu items</b></p> <p>3.1 Prepare dishes using specified commodities and ingredients, employing a range of cookery methods according to recipe specifications for a given menu.</p> <p>3.2 Complete cooking process in a logical and sequential manner.</p> <p>3.3 Identify problems with the cooking process promptly and take corrective action.</p> <p>3.4 Present menu items according to cuisine style and enterprise practices.</p> <p>3.5 Work with members of the kitchen team to ensure timely preparation of dishes.</p>		
<p><b>4 Carry out safe work practices</b></p> <p>4.1 Comply with legislative and regulatory requirements.</p> <p>4.2 Maintain a clean and tidy workplace according to health and safety requirements and enterprise procedures.</p> <p>4.3 Follow workplace food hygiene and safety procedures during preparation, cooking and serving of food and menu items.</p>		

**THHBCC13B**

**Plan and control menu based catering**

This unit deals with the basic planning, preparing and controlling of menu-based catering within established enterprise systems. It does not deal with the specialised skills for the development of menus to meet market or special dietary needs which are found in the units THHADCAT02B Develop menus to meet special dietary and cultural needs, and THHSCAT04B Design menus to meet market needs.

ELEMENT OF COMPETENCY	Evidence Submitted	Details of Evidence Submitted Eg. Where, When, Comments
<p><b>1 Plan and prepare menus</b></p> <p>1.1 Identify enterprise and/or customer requirements for menus.</p> <p>1.2 Prepare menus ensuring that menu items to take into account:</p> <ul style="list-style-type: none"> <li>· balance in the variety of cooking methods, colours, tastes and food textures</li> <li>· nutritional values</li> <li>· seasonal availability</li> <li>· results of sales analysis and customer feedback.</li> </ul> <p>1.3 Cost menus and ensure compliance with enterprise costing constraints.</p> <p>1.4 Prepare menus as required by the enterprise, type of cuisine or particular situation.</p> <p>1.5 Write menus using:</p> <ul style="list-style-type: none"> <li>· terminology appropriate to the market and style of menu</li> <li>· item descriptions which promote menu items.</li> </ul>		
<p><b>2 Control menu-based catering</b></p> <p>2.1 Select and use appropriate catering control systems according to enterprise requirements.</p> <p>2.2 Plan production schedules giving consideration to menu constraints, available equipment, expertise of labour and available time.</p> <p>2.3 Control labour costs giving consideration to rosters, scheduling, award conditions and rates.</p> <p>2.4 Optimise product utilisation and quality through the application of portion control and effective yield testing.</p> <p>2.5 Apply stock control measures by following correct receiving and storing procedures.</p> <p>2.6 Apply procedures to maintain security in food production and storage areas to minimise risks of theft, damage or loss.</p>		

**THHASC13A**

**Plan menus for Asian cuisines**

This unit deals with the skills and knowledge required to plan menus for Asian cuisines. It covers the development of menu concepts and content, costing and development of systems required to support the menu and its production, as well as planning, design and printing of menus. This unit applies to Indonesian, Indian, Malay/Nonya, Japanese, Thai, Vietnamese and Chinese cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

ELEMENT OF COMPETENCY	Evidence Submitted	Details of Evidence Submitted Eg. Where, When, Comments
<p><b>1 Plan and develop menus</b></p> <p>1.1 Identify key characteristics of menus for Asian cuisines in accordance with enterprise practices, including:</p> <p>1.2 Plan and design menus and the sequence of menu items, according cuisine requirements and conventions, enterprise procedures and customer requirements and preferences.</p> <p>1.3 Plan menus to provide a balanced variety of freshness, flavours, colours, textures and delicacies according to cuisine requirements, seasonal factors and enterprise practice.</p> <p>1.4 Plan menus within the constraints of kitchen equipment, utensils and the staff skill levels within the enterprise, including the number of courses offered.</p>		
<p><b>2 Plan and design printed menus</b></p> <p>2.1 Plan and design printed menus to suit traditional customs and rules, theme, occasion and decor of the enterprise.</p> <p>2.2 Follow required conventions in using names, description of menu items and terminology, and ensure that all are suitable for the market, style of menu, the occasion, traditional festivities and cultural practices.</p> <p>2.3 Present the sequence or arrangement of service correctly on printed menus.</p> <p>2.4 Arrange printing of menus, taking into consideration colour combinations, paper stock and weight and costings.</p> <p>2.5 Check proofs to ensure that spelling, meanings and descriptions are correct and according to instructions.</p>		
<p><b>3 Cost menus</b></p> <p>3.1 Incorporate results of sales analysis into menu planning.</p> <p>3.2 Calculate ingredients, overhead expenses, labour and production costs accurately.</p> <p>3.3 Consider yields, losses and portions when costing dishes.</p> <p>3.4 Price menu items in accordance with constraints, appropriate selling prices and seasonal influences.</p> <p>3.5 Monitor and control food costs are through implementing procedures to determine percentages and reduce wastage.</p> <p>3.6 Monitor and control labour costs through staff rosters, scheduling, award conditions and rates.</p>		

**4 Control menu based production**

4.1 Optimise product utilisation and quality through reconstitution, the application of portion control and yield testing.

4.2 Apply stock control measures

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**THHBKA03B**

**Receive and store kitchen supplies**

This unit deals with the knowledge to receive and store supplies in commercial cookery or catering operations. It focuses on the general stock handling procedures required for food and kitchen-related goods.

<b>ELEMENT OF COMPETENCY</b>	<b>Evidence Submitted</b>	<b>Details of Evidence Submitted Eg. Where, When, Comments</b>
<p><b>1 Take delivery of supplies</b></p> <p>1.1 Check accurately all incoming supplies against specifications, orders and delivery documentation taking into account quantity, size, weight, quality and freshness, in accordance with enterprise procedures.</p> <p>1.2 Identify and record accurately any variations and discrepancies and report them to the appropriate person.</p> <p>1.3 Inspect supplied items for damage, quality, use-by dates, breakages or discrepancies and record details in accordance with enterprise policy.</p> <p>1.4 Manage excess stock appropriately, according to enterprise policy.</p>		
<p><b>2 Store supplies</b></p> <p>2.1 Transport supplies to the appropriate storage area promptly, safely and without damage.</p> <p>2.2 Store supplies in the appropriate area, taking into account requirements for temperature, ventilation and sanitation.</p> <p>2.3 Record supply levels accurately and promptly in accordance with enterprise procedures.</p> <p>2.4 Label supplies in accordance with enterprise procedures.</p>		
<p><b>3 Rotate and maintain supplies</b></p> <p>3.1 Rotate supplies in accordance with enterprise policy.</p> <p>3.2 Move supplies in accordance with safety and hygiene requirements.</p> <p>3.3 Check the quality of supplies and complete reports as required.</p> <p>3.4 Dispose of damaged or spoiled supplies in accordance with enterprise and/or government requirements.</p> <p>3.5 Identify and report any problems promptly.</p> <p>3.6 Maintain storage areas in optimum condition ensuring that they are clean, well lit, at required temperature, free from vermin or infestation and free from defects.</p>		

**THHGGA01B**

**Communicate on the telephone**

This unit deals with the skills and knowledge required to communicate effectively on the telephone. It is an essential skill for large numbers of people working in all sectors of the tourism and hospitality industries.

<b>ELEMENT OF COMPETENCY</b>	<b>Evidence Submitted</b>	<b>Details of Evidence Submitted Eg. Where, When, Comments</b>
<p><b>1 Respond to incoming telephone calls</b></p> <p>1.1 Answer calls promptly, clearly and politely in accordance with enterprise standards.</p> <p>1.2 Offer friendly assistance to the caller, and accurately establish the purpose of the call.</p> <p>1.3 Repeat call details to the caller to confirm understanding.</p> <p>1.4 Answer caller enquiries promptly, or transfer caller to the appropriate location/person.</p> <p>1.5 Record caller requests accurately and pass on to the appropriate department/person for follow-up.</p> <p>1.6 Relay messages accurately to the nominated person within designated timelines.</p> <p>1.7 Report threatening or suspicious phone calls promptly to the appropriate person, in accordance with enterprise procedures.</p> <p>1.8 Use language and tone and volume appropriate to phone calls.</p>		
<p><b>2 Make telephone calls</b></p> <p>2.1 Obtain correct telephone numbers.</p> <p>2.2 Establish clearly the purpose of the call prior to calling.</p> <p>2.3 Use telephone equipment correctly in order to establish contact.</p> <p>2.4 Communicate clearly your name, company and reason for calling.</p> <p>2.5 Be polite and courteous at all times.</p>		

**THHGCS02B**

**Promote products and services to customers**

This unit deals with the skills and knowledge required to promote products and services to customers. It relates to situations where the sales function is not the primary focus of work activity. It applies to those employees who deal with customers and whose job provides the opportunity to promote products and services and to ascertain changes in customer preferences, e.g. waiters, housekeepers, attraction attendants, receptionists. This unit has a link to unit THTSOP04B Sell tourism products and services, where this sales function is a primary focus of work activity.

<b>ELEMENT OF COMPETENCY</b>	<b>Evidence Submitted</b>	<b>Details of Evidence Submitted Eg. Where, When, Comments</b>
<p><b>1 Develop and maintain product/service and market knowledge</b></p> <p>1.1 Identify opportunities to develop product/service knowledge.            1.2 Use informal and formal research to update knowledge.            1.3 Use customer feedback and workplace observation to evaluate products, services and promotional initiatives.            1.4 Share knowledge obtained with colleagues to enhance the sales-effectiveness of the team.            1.5 Pass information gained from workplace experience and direct customer contact to the appropriate person for consideration in future planning.            1.6 Identify changes in customer preferences, needs and expectations.            1.7 Suggest ideas for product and service adjustments to meet customer needs to the appropriate person in accordance with enterprise policy.</p>		
<p><b>2 Encourage customers to use and buy products and services</b></p> <p>2.1 Determine customer preferences, needs and expectations.            2.2 Offer accurate information about products and services to customers.            2.3 Employ selling techniques appropriately to encourage usage and purchase.            2.4 Make customers aware of possible 'extras' and 'add-ons'.            2.5 Pro-actively promote products and services at appropriate opportunities in accordance with current enterprise goals and promotional focus.</p>		

**THHGCS03B**

**Deal with conflict situations**

This unit deals with the skills and knowledge required to handle difficult interpersonal situations both with customers and colleagues. The unit covers the conflict resolution skills required by all people working in the tourism and hospitality industry to address the conflicts which may arise in day-to-day work activities. It does not include formal negotiation, counselling or conducting mediation.

ELEMENT OF COMPETENCY	Evidence Submitted	Details of Evidence Submitted Eg. Where, When, Comments
<p><b>1 Identify conflict situations</b></p> <p>1.1 Identify potential for conflict quickly and take swift and tactful action to prevent escalation.</p> <p>1.2 Identify quickly situations where personal safety of customers or colleagues may be threatened and organise appropriate assistance.</p>		
<p><b>2 Resolve conflict situations</b></p> <p>2.1 Take responsibility for finding a solution to the conflict within the scope of individual responsibility.</p> <p>2.2 Encourage all points of view and accept them and treat them with respect.</p> <p>2.3 Use effective communication skills to assist in the management of the conflict.</p> <p>2.4 Use accepted conflict resolution techniques to manage the conflict situation and develop solutions.</p>		
<p><b>3 Respond to customer complaints</b></p> <p>3.1 Handle complaints sensitively, courteously and discreetly.</p> <p>3.2 Take responsibility for resolving the complaint.</p> <p>3.3 Establish and agree on the nature and details of the complaint with the customer.</p> <p>3.4 Taken appropriate action to resolve the complaint to the customer's satisfaction wherever possible.</p> <p>3.5 Where appropriate, use techniques to turn complaints into opportunities to demonstrate high quality customer service. 3.6 Complete any necessary documentation accurately and legibly within time constraints.</p>		

**THHGTR01B**

**Coach others in job skills**

This unit deals with the skills and knowledge required to provide on-the-job coaching to colleagues. This unit has no parity with National Workplace Trainer standards, but reflects the situation in many tourism and hospitality workplaces where 'buddy' systems and on job coaching are extremely common.

ELEMENT OF COMPETENCY	Evidence Submitted	Details of Evidence Submitted Eg. Where, When, Comments
<p><b>1 Prepare for on job coaching</b></p> <p>1.1 Identify the need for coaching based on a range of factors.            1.2 Identify specific coaching needs through discussion with the colleague to be coached.            1.3 Where appropriate, organise with the colleague a specific time and place for coaching in accordance with enterprise policy.</p>		
<p><b>2 Coach colleagues on the job</b></p> <p>2.1 Explain to the colleague the overall purpose of coaching.            2.2 Explain and demonstrate the specific skills to be coached.            2.3 Communicate clearly any underpinning knowledge required.            2.4 Check the colleague's understanding.            2.5 Provide the colleague the opportunity to practise the skill and ask questions.            2.6 Provide feedback in a constructive and supportive manner.</p>		
<p><b>3 Follow up coaching</b></p> <p>3.1 Monitor progress with new skills in the workplace and provide supportive assistance as required.            3.2 Report progress to the appropriate person as required.            3.3 Identify performance problems or difficulties with the coaching and rectify them or refer them to the appropriate person for follow-up.</p>		

**THHASC02A**

**Produce appetisers and snacks for Asian cuisines**

This unit deals with the skills and knowledge required to prepare and present appetisers and snacks for Asian cuisines. The precise application of the unit may vary within particular cuisines and is dependent on specific preparation techniques, ingredients and presentation requirements. This unit applies to Indonesian, Indian, Malay/Nonya, Japanese, Thai, Vietnamese and Chinese cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

<b>ELEMENT OF COMPETENCY</b>	<b>Evidence Submitted</b>	<b>Details of Evidence Submitted Eg. Where, When, Comments</b>
<p><b>1 Prepare appetisers and snacks</b></p> <p>1.1 Produce appetisers and snacks using the correct ingredients, to an acceptable enterprise standard, ensuring:</p> <ul style="list-style-type: none"> <li>· symmetry and neatness of presentation</li> <li>· appropriate ingredient combinations</li> <li>· precise and uniform ingredients</li> <li>· appropriate serveware and garnishes.</li> </ul> <p>1.2 Select appropriate dips and sauces to accompany appetisers and snacks.</p> <p>1.3 Select and use the correct equipment to prepare appetisers and snacks.</p> <p>1.4 Utilise quality trimmings or other leftovers where and when appropriate.</p> <p>1.5 Prepare appetisers and snacks in a logical and sequential manner within the required time frame.</p>		
<p><b>2 Present appetisers and snacks</b></p> <p>2.1 Select appropriate crockery or serveware, matching sizes, colour and shapes to the colour of the appetisers, snacks and sauces and according to enterprise specifications.</p> <p>2.2 Present appetisers and snacks attractively, according to requirements of particular cuisines and enterprise specifications and standards.</p> <p>2.3 Present sauces and dips according to portion size, requirements of particular cuisines and enterprise specifications.</p> <p>2.4 Select garnishes and accompaniments according to the style of the region and enterprise requirements.</p>		
<p><b>3 Store appetisers and snacks</b></p> <p>3.1 Store appetisers and snacks in appropriate conditions and containers and at the correct temperature to maintain freshness, taste and eating qualities.</p>		

**THHASC03A**

**Prepare stocks and soups for Asian cuisines**

This unit deals with the skills and knowledge required to prepare stocks and soups for Asian cuisines. The precise application of the unit may vary within particular cuisines and is dependent on specific preparation techniques, ingredients and presentation requirements within enterprises. This unit applies to Indonesian, Indian, Malay/Nonya, Japanese, Thai, Vietnamese and Chinese cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

<b>ELEMENT OF COMPETENCY</b>	<b>Evidence Submitted</b>	<b>Details of Evidence Submitted Eg. Where, When, Comments</b>
<p><b>1 Prepare ingredients for stocks and soups</b></p> <p>1.1 Select ingredients including herbs, spices and flavourings, and prepare them according to recipe requirements.</p> <p>1.2 Prepare ingredients and garnishes to recipe specifications using any specified precision cutting techniques.</p> <p>1.3 Use correct cooking procedures in preparing main ingredients, including chicken, beef, lamb, seafood and vegetables, according to enterprise practice and the requirements of the cuisine.</p> <p>1.4 Use fish and other pre-prepared sauces to achieve the required results and balance, according to recipe specifications.</p> <p>1.5 Follow food hygiene and occupational health and safety regulations and requirements in all preparation and cooking tasks.</p>		
<p><b>2 prepare and produce stocks and soups</b></p> <p>2.1 Follow standard recipes accurately, according to enterprise practices.</p> <p>2.2 Prepare stocks and soups using correct herbs, spices and flavourings, according to recipe specifications.</p> <p>2.3 Use appropriate ingredients, according to the menu items and recipe specifications.</p> <p>2.4 Follow correct timing and temperature requirements when cooking stocks and soups to maintain quality.</p> <p>2.5 Cook or finish off soups quickly and effectively, according to customer orders and recipe specifications.</p> <p>2.6 Adjust stocks and soups according to taste, consistency and quality required.</p> <p>2.7 Incorporate stocks into other dishes according to standard recipes and cuisine requirements.</p>		
<p><b>3 Present soups</b></p> <p>3.1 Select serviceware size, colour and shape, according to enterprise and cuisine requirements.</p> <p>3.2 Serve soups in correct portions according to cuisine and enterprise requirements.</p> <p>3.3 Use garnishes which conform to the acceptable style of the region, and recipe specifications.</p>		
<p><b>4 Store stocks and soups</b></p> <p>4.1 Prepare stocks and soups in advance and store them appropriately under conditions and temperatures to maintain freshness, eating qualities, and to comply with health and safety requirements.</p>		

**THHASC04A**

**Prepare sauces, dips and accompaniments for Asian cuisines**

This unit deals with the skills and knowledge required to prepare and present sauces, dips and accompaniments for Asian cuisines. The precise application of the unit may vary within particular cuisines and is dependent on specific preparation techniques, ingredients and presentation requirements within enterprises. This unit applies to Indonesian, Indian, Malay/Nonya, Japanese, Thai, Vietnamese and Chinese cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

ELEMENT OF COMPETENCY	Evidence Submitted	Details of Evidence Submitted Eg. Where, When, Comments
<p><b>1 Prepare sauces, dips and accompaniments</b></p> <p>1.1 Follow standard recipes accurately according to enterprise practices and requirements of particular cuisines.</p> <p>1.2 Identify, measure/weigh and use a variety of fresh and dried commodities, including herbs and spices, to prepare sauces, dips and accompaniments.</p> <p>1.3 Prepare a range of cooked and uncooked sauces, dips and accompaniments to complement menu items, according to appropriate regional and enterprise practices.</p> <p>1.4 Prepare a selection fresh fruit sauces where required.</p> <p>1.5 Follow food hygiene and occupational health and safety regulations and requirements in all preparation and cooking tasks.</p> <p>1.6 Adjust cooked and uncooked sauces according totaste, consistency and quality required.</p>		
<p><b>2 Present sauces, dips and accompaniments</b></p> <p>2.1 Match crockery size, colour and shape to the colour of the sauce, dip or accompaniment and enterprise specifications.</p> <p>2.2 Present sauces, dips and accompaniments correctly, according to portion size and enterprise/cuisine requirements.</p> <p>2.3 Use garnishes according to the acceptable style of the region, and recipe specifications.</p>		
<p><b>3 Store cooked sauces, dips and accompaniments</b></p> <p>3.1 Where required, prepare sauces, dips and accompaniments in advance and store them appropriately under conditions and temperatures to maintain quality and freshness, eating qualities, shelf life and to comply with health and safety requirements.</p> <p>3.2 Use packaging appropriate for the preservation of freshness, appearance and taste.</p>		

**THHASC10A**

**Prepare Satays for asian cuisines**

This unit deals with the skills and knowledge required to prepare satay for national and regional Asian cuisines. The precise application of the unit may vary within particular cuisines and is dependent on specific preparation techniques, ingredients and presentation requirements within enterprises. This unit applies to Indonesian and Malay/Nonya cuisines but is also applicable to other Asian cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

<b>ELEMENT OF COMPETENCY</b>	<b>Evidence Submitted</b>	<b>Details of Evidence Submitted Eg. Where, When, Comments</b>
<p><b>1. Select key commodities used in satay</b></p> <p>1.1 Identify a range of fresh, dried and preserved commodities, used in the preparation of satay and panggang.</p> <p>1.2 Identify herbs and spices and curry pastes used in marinades and coatings in original language and English.</p> <p>1.3 Identify correctly suitable meat, chicken and seafood cuts, and secondary ingredients for satay.</p>		
<p><b>2. Prepare satay mixtures</b></p> <p>2.1 Measure herbs, spices and aromatics according to recipe specifications and enterprise standards.</p> <p>2.2 Prepare and apply satay mixtures for particular dishes, allowing time for marinating, according to cuisine and enterprise requirements.</p> <p>2.3 Handle curry pastes and powders correctly according to food and personal safety requirements.</p>		
<p><b>3. Produce and present satay items</b></p> <p>3.1 Select and prepare cooking equipment and utensils, according to menu items and enterprise requirements.</p> <p>3.2 Prepare and cook a range of satay items according to customer expectations and recipe specifications.</p> <p>3.3 Follow food hygiene requirements and occupational health and safety regulations in relation to all production and presentation tasks.</p> <p>3.4 Use appropriate cooking methods according to recipe specifications.</p> <p>3.5 Select crockery and serveware including size, colour and shape, according to enterprise practice and cuisine requirements.</p> <p>3.6 Prepare accompaniments which conform to the acceptable traditional style of the region, and recipe specifications.</p>		

This unit deals with the skills and knowledge required to prepare vegetarian dishes for national and regional Asian cuisines. The precise application of the unit may vary within particular cuisines and is dependent on specific preparation techniques, ingredients and presentation requirements within enterprises. This unit applies to Indonesian, Indian, Malay/Nonya, Japanese, Thai, Vietnamese and Chinese cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

ELEMENT OF COMPETENCY	Evidence Submitted	Details of Evidence Submitted Eg. Where, When, Comments
<p><b>1. Prepare vegetables and lentils</b></p> <p>1.1 Identify and select a range of fresh, dried and preserved commodities, including herbs and spices in original language and English, in accordance with regional recipe specifications.</p> <p>1.2 Prepare a selection of fresh, dried leafy and root vegetables, using precision cutting techniques, according to recipe specifications and cuisine requirements.</p> <p>1.3 Select, measure, weigh and blend a variety of fresh, dried and preserved herbs and spices, using correct quantities and other ingredients according to cuisine and recipe requirements.</p> <p>1.4 Where required, select, soak and cook lentils/split peas, according to recipe requirements and enterprise practices.</p>		
<p><b>2. Produce vegetable and lentil/split pea dishes</b></p> <p>2.1 Follow standard recipes accurately, according to cuisine requirements and enterprise practice.</p> <p>2.2 Produce vegetarian menu items, according to enterprise practice and quantity requirements.</p> <p>2.3 Produce marinades, flavourings and sauce mixtures and store them at correct temperatures, until required.</p> <p>2.4 Use appropriate cooking procedures and methods and add curry powders and pastes at the correct time.</p> <p>2.5 Use equipment safely and clean and store it after preparation of ingredients, avoiding flavour contamination and transfer.</p> <p>2.6 Follow food hygiene requirements and occupational health and safety regulations at all times and within all tasks.</p>		
<p><b>3. Present vegetarian menu items</b></p> <p>3.1 Select crockery and other serveware according to size, shape and colour, to ensure appealing presentation.</p> <p>3.2 Arrange vegetarian menu items attractively to achieve maximum customer appeal.</p> <p>3.3 Use accompaniments and garnishes which conform to the acceptable traditional style of the region, and specifications.</p>		
<p><b>4. Store and reconstitute cooked menu items</b></p> <p>4.1 Select storage methods and conditions to retain taste, appearance, eating quality, shelf-life and customer appeal.</p> <p>4.2 Follow requirements under food hygiene and safety principles and legislation.</p> <p>4.3 Reconstitute and reheat pre-prepared menu items under correct conditions, at the temperature and for the time required.</p>		

**THHASC05A**

**Prepare salads for Asian cuisines**

This unit deals with the skills and knowledge required to prepare salads, sauces, dressings and accompaniments for national and regional Asian cuisines. The precise application of the unit may vary within particular cuisines and is dependent on specific preparation techniques, ingredients and presentation requirements within enterprises. This unit applies to Indonesian, Malay/Nonya, Japanese, Thai, Vietnamese cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

<b>ELEMENT OF COMPETENCY</b>	<b>Evidence Submitted</b>	<b>Details of Evidence Submitted Eg. Where, When, Comments</b>
<p><b>1 Select salads and accompaniments</b></p> <p>1.1 Identify suitable salads and accompaniments for menu requirements for a particular national or regional cuisine.</p> <p>1.2 Plan salads and accompaniments in accordance with season and availability of commodities and other ingredients.</p>		
<p><b>2 Prepare salads</b></p> <p>2.1 Prepare a range of salads using fresh, dried and preserved commodities, in accordance with traditional national or regional styles, recipe specifications, and enterprise requirements.</p> <p>2.2 Prepare required ingredients correctly according to recipe specification, using precision cutting techniques required for a specific cuisine.</p> <p>2.3 Prepare marinades, flavourings and sauce mixtures and store at correct temperature until required.</p> <p>2.4 Prepare accompaniments for salads, as required by tradition and enterprise practice.</p> <p>2.5 Follow food hygiene requirements and Occupational Health and Safety regulations during preparation and presentation.</p> <p>2.6 Use, clean and maintain traditional and contemporary equipment.</p> <p>2.7 Respond to specific customer requests related to salads, sauces, dressings and accompaniments.</p>		
<p><b>3 Store salads</b></p> <p>3.1 Store salads at correct temperatures and under conditions which maintain appearance, nutrition, shelf life and eating quality.</p> <p>3.2 Comply with food hygiene requirements and occupational health and safety regulations in storing food items.</p>		
<p><b>4 Present salads</b></p> <p>4.1 Select serviceware appropriate in shape, size and colour to ensure attractive presentation.</p> <p>4.2 Arrange and present salads attractively on platters or other serviceware to achieve maximum customer appeal.</p> <p>4.3 Use garnishes in accordance with tradition and style of the region, and recipe specifications.</p>		

This unit deals with the skills and knowledge required to prepare desserts for national and regional Asian cuisines. The precise application of the unit may vary within particular cuisines and is dependent on specific preparation techniques, ingredients and presentation requirements within enterprises. This unit applies to Indonesian, Indian, Malay/Nonya, Japanese, Chinese, Thai and Vietnamese cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

ELEMENT OF COMPETENCY	Evidence Submitted	Details of Evidence Submitted Eg. Where, When, Comments
<p><b>1 Select desserts for Asian cuisines</b></p> <p>1.1 Identify desserts for Asian cuisines.</p> <p>1.2 Select a range of key commodities used in Asian desserts in original language and English.</p> <p>1.3 Identify cookery methods required for particular menu items and cuisines.</p> <p>1.4 Identify key characteristics of Asian desserts and service, according to cuisine, enterprise requirements and customer preferences.</p>		
<p><b>2. Prepare and produce desserts</b></p> <p>2.1 Select, weigh and use commodities and other ingredients required for particular dessert items, recipes and cuisines.</p> <p>2.2 Use cookery methods and correctly assembled equipment, as required for particular dessert items and cuisines.</p> <p>2.3 Prepare fillings where required, to correct consistency.</p> <p>2.4 Prepare liquid, soft and solid desserts according to recipe and enterprise requirements.</p> <p>2.5 Prepare and produce desserts for special occasions in accordance with instructions and requirements.</p> <p>2.6 Follow food hygiene and occupational health and safety regulations and requirements in all tasks.</p>		
<p><b>3. Store dessert and sweet products</b></p> <p>3.1 Store dessert items where required, in accordance with food hygiene and safety requirements and under correct conditions and temperatures, to maintain quality, extend shelf-life, and maximise appearance and eating quality.</p> <p>3.2 Follow appropriate reheating, reconstituting and serving procedures, as required for dessert items to preserve eating qualities, appearance, and taste.</p>		

**THHJA04B**

**Prepare and produce Japanese raw fish (Sashimi)**

This unit deals with the skills and knowledge required to prepare raw fish dishes (sashimi) for Japanese cuisine.

ELEMENT OF COMPETENCY	Evidence Submitted	Details of Evidence Submitted Eg. Where, When, Comments
<p><b>1. Prepare fish</b></p> <p>1.1 Identify and select fresh fish and shellfish, according to customer's needs and to regional recipe specifications.</p> <p>1.2 Evaluate fish to ensure freshness and quality according to established criteria.</p> <p>1.3 Practise preparation procedures correctly and maintain strict hygiene standards when handling and preparing raw fish, and according to health and safety requirements.</p> <p>1.4 Maintain and kill live seafood, where used, in a non-cruel and humane manner and according to government regulations.</p> <p>1.5 Clean, gut and fillet fish and shellfish as required, correctly and efficiently according to industry standards.</p>		
<p><b>2. Prepare condiments</b></p> <p>2.1 Prepare a selection of fresh condiments according to recipe specifications.</p> <p>2.2 Prepare vegetables and arranged them attractively according to traditional and regional styles and specifications.</p> <p>2.3 Prepare ingredients correctly according to recipe specification using precision cutting techniques.</p> <p>2.4 Prepare, organise and store flavourings and sauce mixtures, at correct temperature and according to health and safety specifications.</p> <p>2.5 Comply with hygiene requirements and occupational health and safety regulations, and apply to all tasks.</p>		
<p><b>3. Prepare and present sashimi</b></p> <p>3.1 Prepare sashimi according to customer orders (and apply correct steps to retain freshness and quality).</p> <p>3.2 Check crockery sizes, shapes and colour to ensure appealing presentation.</p> <p>3.3 Arrange and present condiments attractively on platters to achieve maximum customer appeal.</p> <p>3.4 Ensure that garnishes conform to the acceptable traditional style of the region and specifications.</p>		
<p><b>4. Store sashimi</b></p> <p>4.1 Store fish and shellfish correctly to ensure quality, hygiene and nutritional value.</p> <p>4.2 Check date stamp and codes, where applicable, to ensure quality control and safety of foods.</p> <p>4.3 Store sashimi at correct temperatures and conditions to maintain eating qualities.</p> <p>4.4 Comply with hygiene requirements and occupational health and safety regulations, and apply to all tasks.</p>		

**THHASC06A**

**Prepare rice and noodles for Asian cuisines**

This unit deals with the skills and knowledge required to prepare rice and noodles for national and regional Asian cuisines. The precise application of the unit may vary within particular cuisines and is dependent on specific preparation techniques, ingredients and presentation requirements within enterprises. This unit applies to Indian, Indonesian, Malay/Nonya, Japanese, Thai, Vietnamese and Chinese cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

<b>ELEMENT OF COMPETENCY</b>	<b>Evidence Submitted</b>	<b>Details of Evidence Submitted Eg. Where, When, Comments</b>
<p><b>1 Select a range of ingredients</b></p> <p>1.1 Identify a range of rice and noodles appropriate to specific national and regional cuisines.</p> <p>1.2 Select and assemble secondary ingredients required for preparation of rice and/or noodle dishes.</p>		
<p><b>2 Prepare and cook rice and/or noodles</b></p> <p>2.1 Prepare rice and/or noodles according to menu specifications.</p> <p>2.2 Use correct equipment for cooking rice and/or noodles according to cuisine requirements and enterprise practice.</p> <p>2.3 Observe correct cooking procedures and timing, according to cuisine and recipe requirements.</p> <p>2.4 Add required flavourings to rice and/or noodles, according to cuisine and enterprise requirements.</p> <p>2.5 Follow food hygiene requirements and occupational health and safety regulations in completing all tasks.</p>		
<p><b>3 Present cooked rice and/or noodles</b></p> <p>3.1 Select serviceware appropriate in shape, size and colour to ensure appealing presentation.</p> <p>3.2 Arrange and present rice and/or noodles attractively on platters or serviceware to achieve maximum customer appeal.</p> <p>3.3 Use garnishes, accompaniments and sauces conforming to acceptable traditional styles and customs, occasion, service specifications and menu requirements.</p> <p>3.4 Present rice and/or noodles with other appropriate dishes and sauces according to cuisine and enterprise requirements.</p>		
<p><b>4 Store and reheat rice and/or noodles</b></p> <p>4.1 Store and reheat rice and/or noodles in accordance with food hygiene principles, practices and requirements.</p> <p>4.2 Select storage and reheating methods for rice and/or noodles to maintain quality, freshness, eating characteristics and appearance.</p>		

**THHASC07A**

**Prepare meat, poultry, seafood and vegetables for Asian cuisines**

This unit deals with the skills and knowledge required to prepare meat, poultry, seafood and vegetables for national and regional Asian cuisines. The precise application of the unit may vary within particular cuisines and is dependent on specific preparation techniques, ingredients and presentation requirements within enterprises. This unit applies to Indonesian, Indian, Malay/Nonya, Japanese, Thai, Vietnamese and Chinese cuisines. It may be applied to a particular cuisine or across a variety, allowing for different needs and contexts.

<b>ELEMENT OF COMPETENCY</b>	<b>Evidence Submitted</b>	<b>Details of Evidence Submitted Eg. Where, When, Comments</b>
<p><b>1 Select key commodities and other ingredients</b>            1.1 Identify and assemble a range of fresh, dried and preserved commodities and other ingredients, required by recipes and appropriate to specific national and regional cuisines.            1.2 Select appropriate commodities for preparation of specific menu items.</p>		
<p><b>2 Prepare ingredients</b>            2.1 Prepare and portion ingredients according to recipe specifications, using appropriate techniques.            2.2 Prepare marinades, using flavouring agents, according to cuisine requirements and enterprise practices.            2.3 Select and use appropriate cooking equipment.            2.4 Prepare sauces and accompaniments correctly, according to cuisine and enterprise requirements.</p>		
<p><b>3 Produce a range of menu items</b>            3.1 Produce dishes, following standard recipes accurately, according to cuisine requirements and enterprise practices and specifications.            3.2 Use suitable cookery techniques according to commodities, cuisine style and menu requirements.            3.3 Follow food hygiene and occupational health and safety regulations and requirements.</p>		
<p><b>4 present menu items</b>            4.1 Present menu items attractively using appropriate serviceware and taking into consideration shape, colour and texture, according to cuisine style and enterprise requirements</p>		
<p><b>5 Store menus</b>            5.1 Store menu items where required, in accordance with food hygiene and safety, under correct conditions and temperatures to maintain quality, extend shelf-life, and maximise appearance and eating quality.</p>		

**THHBCAT01B**

**Prepare foods according to dietary and cultural needs**

This unit refers to the preparation and cooking of foods to meet both basic and specific dietary and cultural needs generally under instructions from others. It covers the ability to apply basic nutritional principles as well as deal with special dietary and cultural requirements normally encountered in a variety of hospitality and catering establishments. This unit applies to all qualified cooks. Menu planning to meet dietary and cultural needs is found in the unit THHADCAT02B Develop menus to meet dietary and cultural needs.

ELEMENT OF COMPETENCY	Evidence Submitted	Details of Evidence Submitted Eg. Where, When, Comments
<p><b>1 Prepare and present foods to meet basic nutritional needs</b></p> <p>1.1 Prepare and present foods to meet basic nutritional needs.</p> <p>1.2 Select appropriate ingredients to ensure optimum quality of end products, including:</p> <ul style="list-style-type: none"> <li>· raw foods</li> <li>· convenience food products.</li> </ul> <p>1.3 Employ suitable preparation and cooking techniques to retain optimum nutritional values.</p> <p>1.4 Present a variety of nutritionally-balanced food in an appetising and attractive manner.</p>		
<p><b>2. Prepare and present foods to meet special dietary requirements</b></p> <p>2.1 Identify the requirements for special diets, according to instructions from relevant persons.</p> <p>2.2 Select ingredients essential for special dietary requirements.</p> <p>2.3 Modify food texture where appropriate to suit specific requirements.</p> <p>2.4 Present food in an appetising and attractive manner.</p>		
<p><b>3 Prepare foods to satisfy specific cultural or religious needs</b></p> <p>3.1 Identify and meet requirements for specific cultural groups or special customer requests, according to instructions from relevant persons.</p> <p>3.2 Employ appropriate equipment and cooking techniques for specific diets.</p> <p>3.3 Prepare and serve food taking into account specified or requested cultural and religious considerations.</p> <p>3.4 Present an adequate range of nutritionally balanced food in an appetising and attractive manner.</p>		

**THHCCH01A**

**Prepare, cook and serve food (holistic unit)**

This unit deals with the processes and activities required to prepare, cook and serve food items for a food service. It incorporates aspects of, preparing, cooking and serving a variety of food items for a service period in a hospitality enterprise, using a range of basic cooking methods and working as part of a team. This unit integrates key technical and organisational skills required by a short order or commas cook or caterer. It brings together the skills and knowledge covered in individual units and focuses on the way these must be applied in a commercial kitchen. This unit underpins the more advanced integrated unit Prepare, cook and serve food for menus.

<b>ELEMENT OF COMPETENCY</b>	<b>Evidence Submitted</b>	<b>Details of Evidence Submitted Eg. Where, When, Comments</b>
<p><b>1 Organise and prepare for food service</b></p> <p>1.1 Calculate commodity quantities accurately for a dish and determine requirements for quality and style according to recipes and specifications.</p> <p>1.2 Prepare a jobs checklist for food which is clear, complete and appropriate to the situation.</p> <p>1.3 Liaise with other team members about menu requirements and job roles.</p> <p>1.4 Follow a work schedule to maximise efficiency, taking into consideration roles and responsibilities of other team members.</p> <p>1.5 Organise and prepare food items in correct quantities, according to requirements.</p> <p>1.6 Store food items appropriately in readiness for service.</p>		
<p><b>2 Cook and serve menu items for food service</b></p> <p>2.1 Identify and use appropriate commercial equipment to produce menu items.</p> <p>2.2 Cook and serve menu items according to menu and service style, using appropriate methods of cookery.</p> <p>2.3 Meet special requests or dietary requirements of customers under direction.</p> <p>2.4 Work co-operatively as part of kitchen team.</p> <p>2.5 Follow workplace safety and hygiene procedures according to enterprise and legislative requirements.</p>		
<p><b>3 Complete end of service requirements</b></p> <p>3.1 Carry out end of service procedures according to enterprise practices.</p> <p>3.2 Store food items appropriately to minimise food spoilage and wastage.</p> <p>3.3 Participate in post-service de-brief</p>		

**THHCCH02A**

**Prepare, cook and serve food items (holistic unit)**

This unit deals with the processes and activities required to organise, produce and serve food for menus. It incorporates all aspects of organising, preparing, cooking and serving a variety of food items for a service period in a hospitality enterprise, using a range of cooking methods and team co-ordination skills. This unit integrates key technical and organisational skills required by a commercial cook. It brings together the skills and knowledge covered in individual units and focuses on the way these must be applied in a commercial kitchen. The Range Statement and Evidence Guide of this unit contain very specific information about the extensive range requirements of this unit.

<b>ELEMENT OF COMPETENCY</b>	<b>Evidence Submitted</b>	<b>Details of Evidence Submitted Eg. Where, When, Comments</b>
<p><b>1 Coordinate organise and prepare for food service</b></p> <p>1.1 Determine and accurately calculate commodity quantities for a menu and determine requirements for quality and style according to recipes and specifications.</p> <p>1.2 Prepare a jobs checklist for food which is clear, complete and appropriate to the situation.</p> <p>1.3 Liaise with other team members about menu requirements and job roles.</p> <p>1.4 Develop and follow a work schedule to maximise efficiency, taking into consideration roles and responsibilities of other team members.</p> <p>1.5 Organise and prepare food items in correct quantities, according to requirements.</p> <p>1.6 Store food items appropriately in readiness for service.</p>		
<p><b>2 Cook and serve menu items for food service</b></p> <p>2.1 Identify and use appropriate commercial equipment to produce menu items.</p> <p>2.2 Cook and serve menu items according to menu and service style, using appropriate methods of cookery.</p> <p>2.3 Adjust menu items and ingredients to meet special requests or dietary requirements of customers.</p> <p>2.4 Cook and serve menu items to meet customer expectations of quality, appeal of presentation and timeliness of delivery.</p> <p>2.5 Work co-operatively as part of kitchen team and delegate tasks appropriately.</p> <p>2.6 Follow workplace safety and hygiene procedures according to enterprise and legislative requirements.</p>		
<p><b>3 Coordinate and complete end of service requirements</b></p> <p>3.1 Co-ordinate end of service procedures according to enterprise practices.</p> <p>3.2 Store food items appropriately to minimise food spoilage and wastage.</p> <p>3.3 Participate in post service de-brief.</p>		