

Austech Institute for Further Education

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THH60202 - Advanced Diploma of Hospitality Management

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 <p>Austech Institute for Further Education</p>	<b>Title</b>
	RPL Form: THH60202

## 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>	

## THH60202 Advanced Diploma of Hospitality Management

### Packaging Advice

To complete the Advanced Diploma of Hospitality Management qualification you must complete/receive RPL for 42 units chosen as follows:

- 30 core units and
- 20 elective units

Twenty elective units with at least ten (10) from one or more of the areas of the Hospitality and Tourism Training packages specified below:

- Food and Beverage
- Front Office
- General Administration
- Computer Technology
- Financial Administration
- Hygiene, Health, Safety and Security
- Housekeeping
- Gaming
- Commercial Catering
- Commercial Cookery
- Patisserie
- Asian Cookery
- Sales/Office Operations
- Wine Tourism

Remaining units may be selected from the Hospitality Industry Training Package or any endorsed Training Package. Only one language unit may be counted as an elective within this qualification.

SUMMARY OF COMPETENCIES ACHIEVED – ADVANCED DIPLOMA OF HOSPITALITY MANAGEMENT

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			
THHGGA01B (C)	Communicate on the telephone			
THHGCS02B (C)	Promote products and services to customers			
THHGCS03B (C)	Deal with conflict situations			
THHGTR01B (C)	Coach others in job skills			
THHGLE01B (C)	Monitor work operations			
THHGLE02B (C)	Implement workplace health, safety and security procedures			
THHGLE04B (C)	Establish and maintain safe and secure workplace			
THHGLE16B (C)	Manage physical assets			
THHGLE09B (C)	Manage workplace diversity			
THHGGA06B (C)	Receive and store stock			
THHGGA07B (C)	Control and order stock			
THHGLE08B (C)	Lead and manage people			
THHGFA06A (C)	Interpret financial information			
THHGLE03B (C)	Develop and implement operational plans			
THHGLE13B (C)	Manage finances within a budget			
THHGLE14B (C)	Prepare and monitor budgets			
THHGLE15B (C)	Manage financial operations			
THHGLE07B (C)	Recruit and select staff			
THHGLE05B (C)	Roster staff			
THHGLE06B (C)	Monitor staff performance			
THHGLE11B (C)	Manage quality customer service			

THHGLE12B (C)	Develop and manage marketing strategies			
THHGCS08B (C)	Establish and conduct business relationships			
THHGLE20B (C)	Develop and maintain the legal knowledge required for business compliance			
THHGLE19B (C)	Develop and implement a business plan			
THHGFA01B (E)	Process financial transactions			
THHBKA04B (E)	Clean and maintain kitchen premises			
THHBKA01B (E)	Organise and prepare food			
THHBCC11B (E)	Implement food safety procedures			
THHBKA03B (E)	Receive and store kitchen supplies			
THHASC13A (E)	Plan menus for Asian cuisines			
THHBKA02B (E)	Present food			
THHASC01A (E)	Use basic Asian methods of cookery			
THHASC02A (E)	Produce appetisers and snacks for Asian cuisines			
THHASC03A (E)	Prepare stocks and soups for Asian cuisines			
THHASC05A (E)	Prepare salads Asian cuisines			
THHASC06A (E)	Prepare rice and noodles for Asian cuisines			
THHCCH01A (E)	Prepare, cook and serve food {HOLISTIC UNIT}			
THHASC04A (E)	Prepare sauces, dips and accompaniments for Asian cuisines			
THHASC10A (E)	Prepare satay for Asian cuisines			
THHASC11A (E)	Prepare vegetarian dishes for Asian cuisines			
THHASC08A (E)	Prepare desserts for Asian cuisines			
THHASC07A (E)	Prepare meat, poultry, seafood and vegetables for Asian cuisines			
THHJA04B (E)	Prepare and produce Japanese raw fish (Sashimi)			
THHBCAT01B (E)	Prepare foods according to specific dietary needs			
THHCCH02A (E)	Prepare, cook and serve food for menus {HOLISTIC UNIT}			

**All competencies achieved**

YES

NO

**RPL Application Approved**

YES

NO

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

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

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.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1 Seek information on the hospitality industry</b></p> <p>1.1 Identify and access sources of information on the hospitality industry, appropriately and correctly.</p> <p>1.2 Obtain information to assist effective work performance within the industry</p> <p>1.3 Access and update specific information on relevant sector(s) of work.</p> <p>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></p> <p>2.1 Obtain information on legal and ethical issues to assist effective work performance.</p> <p>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></p> <p>3.1 Identify and use a range of opportunities to update general knowledge of the hospitality industry.</p> <p>3.2 Monitor current issues of concern to the industry.</p> <p>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.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<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.</p> <p>1.2 Use language and tone appropriate to a given situation in both written and spoken communication.</p> <p>1.3 Use appropriate non-verbal communication in all situations.</p> <p>1.4 Observe and take into consideration non-verbal communication of colleagues and customers.</p> <p>1.5 Show sensitivity to cultural and social differences.</p> <p>1.6 Use active listening and questioning to facilitate effective two-way communication.</p> <p>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.</p> <p>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 Practice 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.</p> <p>3.2 Meet all reasonable needs and requests of customers within acceptable enterprise time frames.</p> <p>3.3 Identify and take all opportunities to enhance the quality of service.</p> <p>3.4 Recognise customer dissatisfaction promptly and take action to resolve the situation according to individual level of responsibility and enterprise procedures.</p> <p>3.5 Handle customer complaints positively, sensitively and politely and in consultation with the customer.</p> <p>3.6 Refer difficult complaints to the appropriate person in accordance with individual level of responsibility and enterprise policy and procedures.</p> <p>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>		

**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	Where Skills Attained	Evidence
<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.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<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>		

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	Where Skills Attained	Evidence
<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>		

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.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<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. 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. 2.5 Be polite and courteous at all times.</p>		

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.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<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>		

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	Where Skills Attained	Evidence
<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>		

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	Where Skills Attained	Evidence
<p><b>1 Prepare for on job coaching</b></p> <p>1.1 Identify the need for coaching based on a range of factors.</p> <p>1.2 Identify specific coaching needs through discussion with the colleague to be coached.</p> <p>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.</p> <p>2.2 Explain and demonstrate the specific skills to be coached.</p> <p>2.3 Communicate clearly any underpinning knowledge required.</p> <p>2.4 Check the colleague's understanding.</p> <p>2.5 Provide the colleague the opportunity to practice the skill and ask questions.</p> <p>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.</p> <p>3.2 Report progress to the appropriate person as required.</p> <p>3.3 Identify performance problems or difficulties with the coaching and rectify them or refer them to the appropriate person for follow-up.</p>		

This unit deals with the skills and knowledge required to oversee and monitor the quality of day-to-day work operations within a tourism or hospitality context. As such it includes the fundamental knowledge of management roles and responsibilities. Team leaders, supervisors or managers would carry out the roles covered in this unit.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1 Monitor and improve workplace relations</b></p> <p>1.1 Monitor efficiency and service levels on an ongoing basis through close contact with day-to-day operations.</p> <p>1.2 Ensure that operations in the workplace support overall enterprise goals and quality assurance initiatives.</p> <p>1.3 Identify quality problems and issues promptly and make appropriate adjustments accordingly with relevant approvals.</p> <p>1.4 Adjust procedures and systems in consultation with colleagues to improve efficiency and effectiveness.</p> <p>1.5 Consult colleagues about ways to improve efficiency and service levels.</p>		
<p><b>2 Plan and organise workflow</b></p> <p>2.1 Assess current workload of colleagues accurately.</p> <p>2.2 Schedule work in a manner that enhances efficiency and customer service quality.</p> <p>2.3 Delegate work to appropriate people in accordance with principles of delegation.</p> <p>2.4 Assess workflow and progress against agreed objectives and timelines.</p> <p>2.5 Assist colleagues in prioritisation of workload through supportive feedback and coaching.</p> <p>2.6 Provide timely input to appropriate management regarding staffing needs.</p>		
<p><b>3 Maintain workplace records</b></p> <p>3.1 Complete workplace records accurately and submit within required timeframes.</p> <p>3.2 Where appropriate, delegate and monitor completion of records prior to submission.</p>		
<p><b>4 Solve problems and make decisions</b></p> <p>4.1 Identify workplace problems promptly and analyse from an operational and customer service perspective.</p> <p>4.2 Initiate short-term action to resolve the immediate problem where appropriate.</p> <p>4.3 Analyse problems for any long-term impact, and assess and action potential solutions in consultation with relevant colleagues.</p> <p>4.4 Where a team member raises problem, encourage the individual's participation in solving the problem.</p> <p>4.5 Take follow-up action to monitor the effectiveness of solutions in the workplace.</p>		

This unit deals with the skills and knowledge required to implement health, safety and security procedures in the workplace, which is often carried out by team leaders and supervisors.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1 Provide information on health, safety and security</b>            1.1 Explain relevant Occupational Health and Safety (OH&amp;S) information, including enterprise specific details, accurately and clearly to staff.            1.2 Make all OH&amp;S information readily accessible to staff in a timely and regular manner.</p>		
<p><b>2 Coordinate staff participation in health, safety and security issues</b>            2.1 Provide the opportunity for all staff members to contribute to the management of health, safety and security in the workplace.            2.2 Action, resolve or refer to the appropriate person issues raised through consultation on OH&amp;S.            2.3 Provide timely feedback on OH&amp;S management systems to the designated person in accordance with enterprise procedures.</p>		
<p><b>3 Implement and monitor procedures for controlling hazards and risks</b>            3.1 Identify and report workplace hazards and risks promptly through maintenance of close contact with day-to-day operations in the workplace.            3.2 Implement and monitor control procedures in accordance with enterprise and legislative requirements.            3.3 Identify inadequacies in control measures promptly and resolve or report them to the appropriate person.</p>		
<p><b>4 Implement and monitor health, safety and security training</b>            4.1 Identify OH&amp;S training needs accurately based on regular workplace monitoring.            4.2 Make timely arrangements for fulfilling training needs in consultation with appropriate management and in accordance with enterprise policy.            4.3 Monitor effectiveness of training in the workplace and make adjustments as required.</p>		
<p><b>5 Maintain health, safety and security records</b>            5.1 Complete records accurately and legibly and store in accordance with enterprise and legal requirements.            5.2 Use data to provide reliable and timely input to the management of workplace health, safety and security.</p>		

This unit deals with the skills and knowledge required to manage health, safety and security issues within a tourism or hospitality context. It focuses on the establishment and monitoring of frameworks, systems and procedures.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1 Establish and maintain a framework for health, safety and security</b></p> <p>1.1 Develop and clearly articulate health, safety and security policies in enterprise policy documents.</p> <p>1.2 Define and allocate health, safety and security responsibilities clearly including relevant information in job descriptions and duty statements.</p> <p>1.3 Identify, seek or provide adequate financial and human resources to address workplace safety issues.</p> <p>1.4 Provide and explain information on occupational health and safety systems and procedures in a form readily accessible to employees.</p> <p>1.5 Develop and implement an occupational health and safety training program.</p> <p>1.6 Establish and monitor a system for keeping occupational health and safety records.</p>		
<p><b>2 Establish and maintain participative arrangements for the management of health, safety and security</b></p> <p>2.1 Establish and maintain appropriate consultative processes.</p> <p>2.2 Resolve issues raised through participation and consultation promptly and effectively.</p> <p>2.3 Provide information about the outcomes of participation and consultation in a manner accessible to employees.</p>		
<p><b>3 Establish and maintain procedures for identifying, assessing and controlling hazards and risks</b></p> <p>3.1 Identify and assess existing and potential hazards in the workplace.</p> <p>3.2 Develop procedures for ongoing identification, assessment and control of risks and integrate this within work systems and procedures.</p> <p>3.3 Develop and implement measures to control assessed risks, including interim solutions where necessary.</p> <p>3.4 Monitor activities to ensure that procedures for risk assessment and control are adopted.</p> <p>3.5 Address the issues of hazard identification, risk assessment and control at the planning, design and evaluation stages of any change in the workplace to ensure that new hazards and risks are not created.</p> <p>3.6 Assess and control risks presented by identified hazards in accordance with OH&amp;S legislation and codes of practice.</p>		
<p><b>4 Evaluate the organizations health, safety and security system</b></p> <p>4.1 Assess the effectiveness of the health, safety and security system and related policies, procedures and programs according to the organisation's aims with respect to occupational health and safety.</p> <p>4.2 Develop and implement improvements to the occupational health and safety system.</p> <p>4.3 Assess compliance with occupational health and safety legislation and codes of practice to ensure that legal occupational health and safety standards are maintained as a minimum.</p>		

**THHGLE09B**

**Manage workplace diversity**

This unit deals with the skills and knowledge required to provide leadership in a diverse workplace where customers and staff are from a wide range of backgrounds. It builds on the common core unit THHCOR02B Work in a socially diverse environment, and reflects the importance of managing diversity in the tourism and hospitality industry.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1 Encourage respect for diversity in the workplace</b></p> <p>1.1 Provide a role model for others through individual behaviour that demonstrates respect for diversity.</p> <p>1.2 Develop work practices and undertake planning in a manner which shows respect for workplace diversity.</p> <p>1.3 Assist and coach colleagues in ways of accepting diversity in relation to both colleagues and customers.</p>		
<p><b>2 Use diversity as an asset</b></p> <p>2.1 Recognise the skills of a diverse workforce and use to enhance enterprise performance.</p> <p>2.2 Promote the benefits of productive diversity to colleagues.</p>		
<p><b>3 Deal with problems arising from diversity issues</b></p> <p>3.1 Recognise workplace problems that arise from diversity issues promptly and take action to resolve the situation.</p> <p>3.2 Identify training needs take appropriate action.</p> <p>3.3 Use coaching and mentoring to assist colleagues to successfully work in a diverse environment.</p>		

This unit deals with the skills and knowledge required to receive and store stock in a range of tourism and hospitality enterprises. This unit equates to unit THHBKA03B Receive and store kitchen supplies.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1 Take delivery of stock</b></p> <p>1.1 Check incoming stock accurately against orders and delivery documentation in accordance with enterprise procedures.</p> <p>1.2 Identify and record variations and report them to the appropriate person.</p> <p>1.3 Inspect items for damage, quality, use-by dates, breakages or discrepancies, and record findings in accordance with enterprise policy.</p> <p>1.4 Manage excess stock appropriately, according to enterprise policy.</p>		
<p><b>2 Store stock</b></p> <p>2.1 Transport all stock to the appropriate storage area promptly, safely and without damage.</p> <p>2.2 Store stock in the appropriate location within the area and in accordance with enterprise security procedures.</p> <p>2.3 Record stock levels accurately, and in accordance with enterprise procedures.</p> <p>2.4 Label stock in accordance with enterprise procedures.</p>		
<p><b>3 Rotate and maintain stock</b></p> <p>3.1 Rotate stock in accordance with enterprise policy.</p> <p>3.2 Move stock in accordance with safety and hygiene requirements.</p> <p>3.3 Check on the quality of stock at regular intervals, and report findings to the appropriate personnel.</p> <p>3.4 Place excess stock into storage or dispose of in accordance with enterprise policy.</p> <p>3.5 Maintain stock area in accordance with enterprise and/or government requirements, and identify and report any problems promptly to the appropriate personnel.</p> <p>3.6 Use stock recording systems correctly, and in accordance with enterprise speed and accuracy requirements.</p>		

**THHGGA07B**

**Control and order stock**

This unit deals with the skills and knowledge required to control and order stock in a range of tourism and hospitality enterprises. This role is generally carried out by supervisors and team leaders. This unit builds on the unit THHGGA06B Receive and store stock.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1 Maintain stock levels and records</b></p> <p>1.1 Monitor and maintain stock levels to enterprise requirements.            1.2 Monitor stock security and adjust systems as required.            1.3 Monitor and adjust stock re-order cycles as required.            1.4 Inform colleagues of their individual responsibilities in regard to the reordering of stock.            1.5 Maintain records of stock storage and movement in accordance with enterprise procedures.            1.6 Monitor stock performance, and identify and report fast/slow-selling items in accordance with enterprise procedures.</p>		
<p><b>2 Process stock orders</b></p> <p>2.1 Process orders for stock accurately and in accordance with enterprise procedures.            2.2 Maintain and record stock levels ensuring information is complete, correct and current.            2.3 Check incoming stock against purchase and supply agreements and record all necessary details.</p>		
<p><b>3 Minimise stock losses</b></p> <p>3.1 Identify and record stock losses according to enterprise procedures.            3.2 Report losses in accordance with enterprise procedures.            3.3 Identify avoidable losses and establish reasons behind these losses.            3.4 Recommend solutions to loss situations, and implement related procedures to prevent future avoidable losses.</p>		
<p><b>4 Follow up orders</b></p> <p>4.1 Monitor the delivery process to ensure agreed deadlines are met.            4.2 Liaise with colleagues and suppliers to ensure continuity of supply.            4.3 Follow up on routine supply problems, or refer problems to the appropriate person in accordance with enterprise policy.            4.4 Distribute stock to agreed allocations.</p>		
<p><b>5 Organise and administer stocktakes</b></p> <p>5.1 Organise stocktakes at appropriate intervals according to enterprise policy and procedures.            5.2 Allocate stocktaking responsibilities to staff.            5.3 Produce accurate stocktake reports within designated timelines.</p>		

**THHGLE08B**

**Lead and manage people**

This unit deals with the skills and knowledge required by managers, supervisors and team leaders to lead and manage teams of people in the workplace, including volunteers where appropriate. The unit focuses on leadership, motivation and teamwork.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1 Model high standards of performance and behaviour</b></p> <p>1.1 Make individual performance a positive role model for others.</p> <p>1.2 Show support for and commitment to enterprise goals in day-to-day work performance.</p> <p>1.3 Treat people with integrity, respect and empathy.</p>		
<p><b>2 Develop team commitment and cooperation</b></p> <p>2.1 Develop and clearly communicate plans and objectives in consultation with the team.</p> <p>2.2 Make plans and objectives consistent with enterprise goals.</p> <p>2.3 Communicate expectations, roles and responsibilities in a way that encourages individuals/teams to take responsibility for their work.</p> <p>2.4 Encourage teams and individuals to develop innovative approaches to work.</p> <p>2.5 Identify, encourage, value and reward individual and team efforts and contributions.</p> <p>2.6 Model and encourage open and supportive communication styles within the team.</p> <p>2.7 Seek and share information from the wider environment with the team.</p> <p>2.8 Represent the team's interests appropriately in the wider environment.</p>		
<p><b>3 Manage team performance</b></p> <p>3.1 Assess the skills of team members and provide opportunities for individual development.</p> <p>3.2 Monitor team performance to ensure progress towards achievement of goals.</p> <p>3.3 Delegate tasks and responsibilities appropriately.</p> <p>3.4 Provide mentoring and coaching support to team members.</p> <p>3.5 Recognise and reward team achievements.</p>		

**THHGFA06A**

**Interpret financial information**

This unit deals with the skills and knowledge required to interpret the types of financial information used by operational supervisors and managers in their day-to-day work activities. It focuses on understanding of key financial terminology, different types of financial reports and on how financial information is used in the management of a business. This unit does not include the skills required to produce financial reports that would generally be created by more senior managers, financial specialists or accountants. This unit underpins other financial units such as THHGLE13B Manage finances within a budget, THHGLE14B Prepare and monitor budgets and THHGLE15B Manage financial operations.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1 Access and interpret financial information</b></p> <p>1.1 Identify and use relevant business performance indicators and benchmarks for decision-making purposes.</p> <p>1.2 Identify the range of financial information and reports required to effectively monitor business performance at a day-to-day operational management level.</p> <p>1.3 Access and review relevant financial information at appropriate times in accordance with enterprise policy and financial reporting periods.</p> <p>1.4 Interpret financial information correctly.</p>		
<p><b>2 Apply financial information to management activities</b></p> <p>2.1 Identify the financial information that applies to particular areas of work operation.</p> <p>2.2 Review financial information in terms of its impacts on day-to-day work operations and take action accordingly.</p> <p>2.3 Share appropriate financial information with colleagues in a timely manner.</p>		

This unit deals with the skills and knowledge required to undertake workplace planning. It focuses the skills needed by frontline managers to develop and implement a range of planning initiatives. As such the unit focuses on key planning skills and underpins a range of other leadership units which deal with planning in specific contexts.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1 Develop operational plans</b></p> <p>1.1 Develop plans and strategies based on monitoring of workplace needs and identification of opportunities for improvement and innovation.</p> <p>1.2 Develop scope and objectives of the required initiative based on enterprise goals, staff and customer feedback.</p> <p>1.3 Identify and analyse internal and external factors that may impact on the plan.</p> <p>1.4 Consult appropriate colleagues during the development of the plan.</p> <p>1.5 Develop appropriate and financially-sound resource strategies.</p> <p>1.6 Develop administrative framework and systems capable of supporting the planned initiative.</p> <p>1.7 Identify and communicate clearly all priorities, responsibilities and timelines.</p> <p>1.8 Develop evaluation systems in consultation with appropriate colleagues.</p> <p>1.9 Develop an internal and external communications strategy to keep all stakeholders informed.</p>		
<p><b>2 Administer and monitor operational plans</b></p> <p>2.1 Implement and monitor identified actions in accordance with agreed priorities.</p> <p>2.2 Provide support and assistance to colleagues involved in implementing the plan.</p> <p>2.3 Provide progress and other reports in accordance with enterprise requirements.</p> <p>2.4 Make assessment of the need for additional resource requirements and take appropriate action in accordance with enterprise policy.</p>		
<p><b>3 Conduct ongoing evaluation</b></p> <p>3.1 Use agreed evaluation methods to assess effectiveness in the workplace.</p> <p>3.2 Involve all appropriate colleagues in the evaluation.</p> <p>3.3 Identify problems and make adjustments accordingly. 3.4 Incorporate the results of evaluation into ongoing planning and operational management.</p>		

This unit deals with the skills and knowledge required to take responsibility for budget management where others may have developed the budget. The skills and knowledge for budget development are therefore not included and usually by managers and supervisors. These skills are covered in unit THHGLE14B Prepare and monitor budgets. Combined training and assessment of these units may be appropriate.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1 Allocate budget resources</b></p> <p>1.1 Allocate funds according to agreed priorities.            1.2 Discuss changes in income and expenditure priorities with appropriate colleagues prior to implementation.            1.3 Consult and inform all relevant personnel in relation to resource decisions.            1.4 Promote awareness of the importance of budget control.            1.5 Maintain detailed records of resource allocation in accordance with enterprise control systems.</p>		
<p><b>2 Monitor financial activities</b></p> <p>2.1 Check actual income and expenditure against budgets accurately and at regular intervals.            2.2 Include financial commitments in all documentation to ensure accurate monitoring.            2.3 Identify and report deviations according to enterprise policy and significance of deviation.            2.4 Investigate appropriate options for more effective management of deviations.            2.5 Advise appropriate colleagues of budget status in relation to targets within agreed timeframes.</p>		
<p><b>3 Identify and evaluate options for improved budget performance</b></p> <p>3.1 Assess existing costs and resources and identify areas for improvement.            3.2 Discuss desired outcomes with relevant colleagues.            3.3 Undertake appropriate research to investigate new approaches.            3.4 Define and communicate clearly the benefits and disadvantages of new approaches.            3.5 Take account of impacts on customer service levels and colleagues in developing new approaches.            3.6 Present recommendations clearly and logically to the appropriate person/department.</p>		
<p><b>4 Complete financial/statistical reports</b></p> <p>4.1 Complete all required financial and statistical reports accurately and within designated timelines.            4.2 Produce clear and concise information to enable informed decision-making.            4.3 Forward reports promptly to the appropriate person/department.</p>		

This unit deals with the skills and knowledge required usually by managers and supervisors to prepare and monitor budgets. As such it builds on the skills in unit THHGLE13B Manage finances within a budget. While the nature of the budget may vary, the unit focuses on the key managerial skills of analysing financial information to inform the budget development process, drafting a budget and the vital role of monitoring budget performance over time.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1 Prepare budget information</b></p> <p>1.1 Identify and interpret data and data sources required for budget preparation in a given context correctly.</p> <p>1.2 Review and analyse data for applicability in readiness for budget preparation.</p> <p>1.3 Where appropriate, follow directives from senior management or organising committees.</p> <p>1.4 Analyse internal and external environments to identify potential impacts on budget.</p> <p>1.5 Provide relevant colleagues with the opportunity to contribute to the budget planning process with adequate notice.</p>		
<p><b>2 Prepare budget</b></p> <p>2.1 Draft budget, based on analysis of all available information and in accordance with enterprise policy.</p> <p>2.2 Estimate income and expenditure and support with valid, reliable and relevant information, including income and expenditure for previous time periods.</p> <p>2.3 Assess and present alternative approaches where appropriate.</p> <p>2.4 Present recommendations clearly, concisely and in an appropriate format.</p> <p>2.5 Reflect enterprise objectives appropriately within the draft budget.</p> <p>2.6 Circulate the draft budget to appropriate individuals for comment.</p> <p>2.7 Negotiate budget in accordance with enterprise policy and procedures.</p> <p>2.8 Agree and incorporate modifications accurately and in consultation with colleagues.</p> <p>2.9 Complete the final budget in required format within designated timelines.</p> <p>2.10 Inform colleagues of final budget decisions and ramifications in a timely manner.</p>		
<p><b>3 Monitor and review budget</b></p> <p>3.1 Review budget regularly to assess actual performance against estimated performance and prepare accurate financial reports.</p> <p>3.2 Incorporate all financial commitments promptly and accurately into budget and all budget reports.</p> <p>3.3 Investigate and take appropriate action on significant deviations.</p> <p>3.4 Analyse changes in the internal and external environment during budget review, and make adjustments accordingly.</p> <p>3.5 Collect and record relevant information to assist in future budget preparation.</p>		

This unit deals with the skills and knowledge required to develop staff rosters. Depending upon the sector and enterprise, this role may be carried out by dedicated specialist staff or by operational supervisors and managers.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1 Develop and implement staff rosters</b></p> <p>1.1 Develop rosters in accordance with relevant award provisions, enterprise agreements and wage budgets.</p> <p>1.2 Maximise operational efficiency and customer service levels while minimising wage costs in roster development.</p> <p>1.3 Combine duties where appropriate to ensure effective use of staff.</p> <p>1.4 Utilise the available skills base appropriately to roster the most effective mix of staff and to meet different operational requirements.</p> <p>1.5 Present rosters in required formats to ensure clarity of information in accordance with enterprise standards</p> <p>1.6 Communicate rosters to appropriate colleagues within designated timelines.</p>		
<p><b>2 Maintain staff records</b></p> <p>2.1 Complete time sheets and other documentation accurately and within designated timelines.</p> <p>2.2 Update staff records accurately and maintain or store in accordance with enterprise procedures.</p>		

This unit deals with the skills and knowledge required to manage customer service quality in the workplace within a tourism or hospitality context. It focuses on the need to develop pro-active approaches to service quality issues with some strategic focus. Managers and some supervisors would generally undertake this role. This unit equates to unit BSBMGT610A Manage customer focus in the Business Services Training Package.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1 Develop approaches to enhance customer service quality</b></p> <p>1.1 Obtain information on customer needs, expectations and satisfaction levels using both informal and formal research.</p> <p>1.2 Provide opportunities for customers and colleagues to provide feedback on products and services.</p> <p>1.3 Review changes in internal and external environments and integrate findings into planning for quality service.</p> <p>1.4 Provide opportunities for colleagues to participate in the customer service planning process.</p> <p>1.5 Develop standards and plans to address key quality service issues.</p>		
<p><b>2 Manage the delivery of quality service</b></p> <p>2.1 Communicate customer service standards and expectations clearly to colleagues.</p> <p>2.2 Provide access to information on service standards and delivery to colleagues.</p> <p>2.3 Use coaching to assist colleagues to deal with customer service issues and to take responsibility for service outcomes.</p> <p>2.4 Monitor customer service in the workplace to ensure standards are met in accordance with enterprise policies and procedures.</p>		
<p><b>3 Monitor and adjust customer service</b></p> <p>3.1 Seek feedback from customers on an ongoing basis and use this to improve performance where applicable.</p> <p>3.2 Identify customer service problems and make adjustments to standards, systems and procedures to ensure continued service quality.</p> <p>3.3 Communicate new approaches to all those involved in service delivery within appropriate timeframes.</p>		

**THHGCS08B**

**Establish and conduct business relationships**

This unit deals with the skills and knowledge required to manage business relationships with customers or suppliers within a tourism or hospitality context. It focuses on the relationship building and negotiation skills required by specialised sales and marketing personnel and managers in the industry. This unit therefore covers skills generally not required for operational staff.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1. Establish and conduct business relationships</b></p> <p>1.1 Establish relationships within the appropriate cultural context in a manner that promotes goodwill and trust between the enterprise, its customers and suppliers.</p> <p>1.2 Build trust and respect in business relationships through use of effective communication skills and techniques.</p> <p>1.3 Identify and take up opportunities to maintain regular contact with customers and suppliers.</p>		
<p><b>2. Conduct negotiations</b></p> <p>2.1 Conduct negotiations in a business-like and professional manner within the relevant cultural context.</p> <p>2.2 Conduct negotiations in the context of the current enterprise marketing focus.</p> <p>2.3 Maximise benefits for all parties in the negotiation through use of established techniques and in the context of establishing long term relationships.</p> <p>2.4 Incorporate feedback and input from colleagues into the negotiation where appropriate.</p> <p>2.5 Communicate the results of negotiations to appropriate colleagues and stakeholders within appropriate timeframes.</p>		
<p><b>3. Make formal business agreements</b></p> <p>3.1 Confirm agreements in writing, using formal contracts where appropriate, and in accordance with enterprise requirements.</p> <p>3.2 Check and gain appropriate approvals for all aspects of formal agreements in accordance with enterprise procedures.</p> <p>3.3 Identify the need for and seek specialist advice in the development of contracts where appropriate.</p>		
<p><b>4. Foster and maintain business relationships</b></p> <p>4.1 Pro-actively seek, review and act upon information needed to maintain sound business relationships.</p> <p>4.2 Honour agreements within the scope of individual responsibility.</p> <p>4.3 Make adjustments to agreements in consultation with the customer/supplier and share information with appropriate colleagues.</p> <p>4.4 Nurture relationships through regular contact and use of effective interpersonal and communication styles.</p>		

**THHGLE20B Develop and update the legal knowledge required for business compliance**

This unit deals with the skills and knowledge required to ensure business compliance with legislation governing the tourism and hospitality industries. It applies to senior personnel and managers. Knowledge of specific legal issues is covered within many other units; therefore there is some overlap with this unit. Repetition should be avoided in training and assessment.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1. Research the legal information required for business compliance</b>            1.1 Identify sources of legal information and advice correctly.            1.2 Access, select and analyse information for relevance to the business.            1.3 Record and distribute information appropriately.</p>		
<p><b>2. Ensure compliance with legal requirements</b>            2.1 Assess the need for legal advice and seek assistance where appropriate.            2.2 Share information with appropriate work colleagues in a timely manner.            2.3 Organise information updates and training for colleagues and staff where appropriate.            2.4 Establish and monitor workplace systems and procedures to ensure compliance with legal requirements.            2.5 Identify aspects of operations which may infringe laws and solicit advice on how to develop and implement modifications.</p>		
<p><b>3. Update legal knowledge</b>            3.1 Use informal and formal research to update the legal knowledge required for business compliance.            3.2 Share updated knowledge with colleagues and incorporate into workplace planning and operations.</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.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<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>		

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.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<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>		

**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	Where Skills Attained	Evidence
<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> <ul style="list-style-type: none"> <li>1.1.1 quality commodities</li> <li>1.1.2 correct cooking methods</li> <li>1.1.3 harmonising of flavours</li> <li>1.1.4 nutritional balance</li> <li>1.1.5 textures</li> <li>1.1.6 colours</li> <li>1.1.7 presentations</li> <li>1.1.8 seasonal influence</li> <li>1.1.9 festivities, festivals, formal banquet and religious events.</li> </ul> <p>1.2 Plan and design menus and the sequence of menu items, according to 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 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>		
<p><b>4. Control menu-based production</b></p> <p>4.1 Optimise product utilisation and quality through reconstitution, the application of portion control and yield testing.</p> <p>4.2 Apply stock control measures, including:</p> <ul style="list-style-type: none"> <li>4.2.1 ordering in economic quantities</li> <li>4.2.2 receipt and checking procedures</li> <li>4.2.3 storage practices</li> <li>4.2.4 inventory control and security</li> <li>4.2.5 seasonal variations in temperature.</li> </ul>		

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.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<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>		

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	Where Skills Attained	Evidence
<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> <p>    1.2.1 balance in the variety of cooking methods, colours, tastes and food textures</p> <p>    1.2.2 nutritional values</p> <p>    1.2.3 seasonal availability</p> <p>    1.2.4 results of sales analysis and customer feedback.</p> <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> <p>1.6 terminology appropriate to the market and style of menu</p> <p>1.7 item descriptions which promote menu items.</p>		
<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>		

**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	Where Skills Attained	Evidence
<p><b>1. Prepare and use equipment</b></p> <p>1.1 Select equipment of the correct type and size for the job, and ensure that it is clean, safely assembled and ready before use.</p> <p>1.2 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>		

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

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<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:                2.3.1 eye appeal                2.3.2 colour and contrast                2.3.3 temperature of food and service equipment                2.3.4 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.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<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>		

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.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<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> <p>1.1.1 symmetry and neatness of presentation</p> <p>1.1.2 appropriate ingredient combinations</p> <p>1.1.3 precise and uniform ingredients</p> <p>1.1.4 appropriate serveware and garnishes.</p> <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>		

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.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<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>		

**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.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<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>		

**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.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<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>		

**THHCCH01A**

**Prepare, cook and serve food**

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 commis 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 THHCCH02A Prepare, cook and serve food for menus.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<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>		

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	Where Skills Attained	Evidence
<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 to taste, 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>		

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.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<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 serviceware 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	Where Skills Attained	Evidence
<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>		

**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.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1. Select key commodities and other ingredients</b></p> <p>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.</p> <p>1.2 Select appropriate commodities for preparation of specific menu items.</p>		
<p><b>2. Prepare ingredients</b></p> <p>2.1 Prepare and portion ingredients according to recipe specifications, using appropriate techniques.</p> <p>2.2 Prepare marinades, using flavouring agents, according to cuisine requirements and enterprise practices.</p> <p>2.3 Select and use appropriate cooking equipment.</p> <p>2.4 Prepare sauces and accompaniments correctly, according to cuisine and enterprise requirements.</p>		
<p><b>3. Produce a range of menu items</b></p> <p>3.1 Produce dishes, following standard recipes accurately, according to cuisine requirements and enterprise practices and specifications.</p> <p>3.2 Use suitable cookery techniques according to commodities, cuisine style and menu requirements.</p> <p>3.3 Follow food hygiene and occupational health and safety regulations and requirements.</p>		
<p><b>4. Present menu items</b></p> <p>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 menu items</b></p> <p>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>		

**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	Where Skills Attained	Evidence
<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>1.6 Use, care for and maintain knives used for preparing fish 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>2.6 Follow standard recipes accurately according to enterprise practice.</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>		

**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	Where Skills Attained	Evidence
<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> <p>    1.2.1 raw foods</p> <p>    1.2.2 convenience food products.</p> <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>		

**THHCCH02A**

**Prepare, cook and serve food for menus**

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.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1. Co-ordinate, 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. Co-ordinate 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>		

**THHASC08A**

**Prepare desserts for Asian cuisines**

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	Where Skills Attained	Evidence
<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>		

**THHGLE06B**

**Monitor staff performance**

This unit deals with the skills and knowledge required to monitor staff performance, within the framework of established performance management systems. It includes the skills to conduct structured performance appraisal and formal counselling sessions. A more strategic approach to performance management can be found in unit BSBHR601A Manage performance management systems from the Business Services Training Package.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1. Monitor performance and provide feedback to staff</b></p> <p>1.1 Consult with and inform colleagues about expected standards of performance using appropriate communication mechanisms.</p> <p>1.2 Monitor ongoing performance by maintaining close contact with the workplace and relevant colleagues.</p> <p>1.3 Provide confirming and corrective feedback to colleagues on an on-going basis.</p> <p>1.4 Provide colleagues with appropriate guidance and support in the workplace.</p> <p>1.5 Recognise and reward achievements and outstanding performance in accordance with enterprise procedures.</p> <p>1.6 Identify the need for further coaching or training and organise in accordance with enterprise policies.</p>		
<p><b>2. Recognise and resolve performance problems</b></p> <p>2.1 Identify and investigate performance problems promptly.</p> <p>2.2 Use feedback and coaching appropriately to address performance problems.</p> <p>2.3 Discuss and agree upon possible solutions with the colleague in question in accordance with enterprise procedures.</p> <p>2.4 Follow up outcomes of informal counselling through review in the workplace.</p> <p>2.5 Organise and conduct a formal counselling session when required in accordance with required procedures.</p>		
<p><b>3. Implement performance management systems</b></p> <p>3.1 Implement formal performance management systems in accordance with enterprise policy.</p> <p>3.2 Conduct individual performance evaluations openly and fairly in accordance with enterprise policy.</p> <p>3.3 Complete and file performance management records in accordance with enterprise policy and industrial requirements.</p> <p>3.4 Agree on courses of action with colleagues and follow up in the workplace.</p>		

This unit deals with the skills and knowledge required to recruit and select staff within the framework of existing human or staffing resource plans or policies. Depending upon the sector and enterprise, dedicated specialist staff, operational supervisors or managers may undertake this role. A more strategic approach to recruitment and selection can be found in unit BSBHR605A Manage recruitment and selection processes from the Business Services Training Package.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1. Identify recruitment needs</b></p> <p>1.1 Identify short-term recruitment needs based on monitoring of service and efficiency levels in the workplace.</p> <p>1.2 Consult appropriate colleagues and other stakeholders in relation to staffing needs and job specifications.</p> <p>1.3 Develop clear and concise selection criteria and job specifications.</p> <p>1.4 Use job descriptions where appropriate to facilitate the recruitment process.</p> <p>1.5 Obtain approval for recruitment initiatives in accordance with enterprise policy.</p>		
<p><b>2. Administer recruitment</b></p> <p>2.1 Create, approve and disseminate advertisements for positions in accordance with enterprise policy and legal requirements.</p> <p>2.2 Process applications in accordance with enterprise policy.</p> <p>2.3 Inform applicants of decisions and provide other recruitment information within reasonable timeframes.</p> <p>2.4 Organise interviews and other selection processes in accordance with enterprise policy.</p> <p>2.5 Make employment offers in accordance with enterprise policy.</p> <p>2.6 Advise prospective employees on details in accordance with enterprise policy and industrial/legislative requirements.</p> <p>2.7 Process and file in accordance with enterprise policy.</p> <p>2.8 Identify and communicate recommendations for improvements in recruitment processes to appropriate colleagues promptly.</p>		
<p><b>3. Select staff</b></p> <p>3.1 Review applications against criteria, noting any additional influencing factors.</p> <p>3.2 Conduct interviews and other selection procedures in accordance with enterprise policy and legal requirements.</p> <p>3.3 Use selection criteria as the basis for selection.</p> <p>3.4 Communicate selection recommendations to appropriate colleagues.</p> <p>3.5 Create and maintain accurate, clear and complete records of the selection process.</p>		
<p><b>4. Plan and organise induction programs</b></p> <p>4.1 Plan the content and format of induction programs to reflect enterprise objectives and policies.</p> <p>4.2 Include all appropriate practical information in induction programs in accordance with enterprise policy and industrial/legislative requirements.</p> <p>4.3 Include information on the culture of the enterprise in induction programs.</p> <p>4.4 Liaise with operational colleagues to ensure induction programs are implemented in a manner that minimises operational disruption.</p>		

This unit deals with the skills and knowledge required to develop and manage marketing plans and strategies within a tourism and hospitality context. It focuses on planning, monitoring and evaluation. The actual conduct of activities, which generally takes place within the framework of marketing plans, is covered in various other units such as THHGCS07B Co-ordinate marketing activities and THTSMA01B Co-ordinate the production of brochures and marketing materials. This unit equate to the units BSBMKG01A Research the market and BSBMKG403A Develop marketing strategies in the Business Services Training Package.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1. Collect and analyse information on the internal business environment</b></p> <p>1.1 Identify and confirm core activities, customer base, business values and current business direction.</p> <p>1.2 Identify and analyse information on current and past marketing and its effectiveness.</p> <p>1.3 Review performance information from all areas of the business to identify strengths, weaknesses and critical success factors.</p> <p>1.4 Identify and record current capabilities and resources, including the need for specialist assistance.</p> <p>1.5 Identify any under-performing products and services and analyse and report on reasons for under-performance.</p> <p>1.6 Record and report information in accordance with enterprise requirements.</p>		
<p><b>2. Collect and analyse information on the external business environment</b></p> <p>2.1 Identify and analyse information on expected market growth or decline with associated risk factors.</p> <p>2.2 Record and analyse projected changes in the labour force, population and economic activity.</p> <p>2.3 Gather and analyse comparative market information.</p> <p>2.4 Identify and analyse industry and customer trends and developments, including emerging issues and technology.</p> <p>2.5 Identify and analyse the legal, ethical and environmental constraints of the market and potential business impacts.</p> <p>2.6 Record and report information in accordance with enterprise requirements.</p>		
<p><b>3. Prepare marketing strategies or plans</b></p> <p>3.1 Identify and analyse opportunities based on internal and external market analysis.</p> <p>3.2 Develop strategies that are consistent with the direction, values and business plans of the enterprise.</p> <p>3.3 Develop strategies in consultation with key stakeholders.</p> <p>3.4 Prepare marketing strategies to meet legal and ethical requirements.</p> <p>3.5 Provide timely opportunities for colleagues to contribute to the marketing plan.</p> <p>3.6 Submit marketing plan for approval where appropriate in accordance with enterprise policy.</p>		
<p><b>4. Implement and monitor marketing activities</b></p> <p>4.1 Define and communicate clearly all priorities, responsibilities, timelines and budgets, involving all appropriate colleagues.</p> <p>4.2 Implement and monitor actions detailed in the plan in a cost-efficient manner and according to schedule and contingencies.</p> <p>4.3 Produce reports in accordance with enterprise policy.</p> <p>4.4 Share information on marketing activities with operational staff to maintain awareness of current enterprise focus.</p>		
<p><b>5. Conduct ongoing evaluation</b></p> <p>5.1 Evaluate marketing activities using agreed methods and benchmarks.</p> <p>5.2 Make adjustments in accordance with evaluation.</p> <p>5.3 Communicate and implement agreed changes promptly.</p>		

This unit deals with the skills and knowledge required to oversee the day-to-day financial operations of a small tourism or hospitality enterprise or a department within a larger organisation. The unit is not intended to cover detailed specialist accounting skills that are undertaken by qualified accountants or financial controllers, but does include the awareness of accounting issues and concepts needed by managers for effective communication with accountants or other specialists on financial matters.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1. Develop approaches to financial management</b></p> <p>1.1 Assess the scope of financial management requirements for a given enterprise or project.</p> <p>1.2 Identify the need for and organise specialist accounting assistance where appropriate.</p> <p>1.3 Develop approaches to financial management based on overall direction and goals of the enterprise or project.</p> <p>1.4 Develop financial management systems and procedures in accordance with enterprise needs.</p>		
<p><b>2. Develop and monitor financial procedures and systems</b></p> <p>2.1 Communicate the importance of financial objectives, management controls and systems to all staff.</p> <p>2.2 Develop procedures and systems to meet relevant statutory and internal control requirements.</p> <p>2.3 Develop practical procedures and systems for monitoring income and ensuring payment of accounts.</p> <p>2.4 Research and integrate the use of current industry practices and technology into systems as appropriate</p> <p>2.5 Check compliance with procedures and systems on a regular basis.</p> <p>2.6 Monitor the flow of financial information within the organisation in terms of currency, accuracy, level of detail and relevance.</p> <p>2.7 Review financial management systems regularly and make adjustments made in accordance with enterprise need.</p>		
<p><b>3. Make pricing decisions</b></p> <p>3.1 Make pricing decisions based on current, sufficient, accurate and relevant financial and marketplace data.</p> <p>3.2 Identify fixed, variable and semi-variable costs accurately.</p> <p>3.3 Perform and interpret simple cost - volume - profit analysis correctly.</p> <p>3.4 Set appropriate profit margins in accordance with enterprise policy and calculate prices correctly.</p>		
<p><b>4. Monitor financial performance</b></p> <p>4.1 Monitor budgets against performance targets on a regular basis.</p> <p>4.2 Negotiate corrective budgets as appropriate to maximise business performance.</p> <p>4.3 Take remedial action to address financial performance problems where appropriate.</p> <p>4.4 Prepare and interpret profit and loss statements accurately with appropriate level of detail.</p> <p>4.5 Conduct financial ratio analysis correctly and apply the information to financial management and reporting as appropriate.</p> <p>4.6 Communicate feedback on positive and negative performance to appropriate colleagues in an appropriate manner.</p>		
<p><b>5. Prepare financial reports</b></p> <p>5.1 Prepare accurate, concise, relevant and sufficiently detailed financial reports to schedule in a format appropriate to the audience and in accordance with enterprise and statutory requirements.</p> <p>5.2 Identify the need for and access specialist advice on reporting requirements where appropriate.</p>		

This unit deals with the skills and knowledge required to manage the physical assets within a tourism or hospitality enterprise. It focuses on the skills needed by mainstream managers to pro-actively plan for and manage the acquisition and maintenance of physical assets. There is some overlap between this unit and unit THHGLE18B Monitor and maintain computer systems.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1. Develop strategies for systematic maintenance, repair and purchase of physical assets</b></p> <p>1.1 Develop strategies for managing physical assets that reflect overall enterprise business and marketing objectives.</p> <p>1.2 Evaluate current and potential financial objectives and constraints in developing asset management strategies.</p> <p>1.3 Integrate all occupational health and safety requirements into physical asset management.</p> <p>1.4 Develop and maintain an accurate and current physical assets register as part of the asset management strategy.</p> <p>1.5 Incorporate maintenance and repair regimes, which minimise disruption and loss of revenue and which involve appropriate specialists.</p> <p>1.6 Integrate the need for environmental sustainability into physical asset management practices.</p>		
<p><b>2. Monitor the condition and performance of physical assets in the workplace</b></p> <p>2.1 Establish and implement systems to ensure that the condition and performance of physical assets are regularly reported and discussed within the enterprise.</p> <p>2.2 Establish and implement systems to identify timely replacement of physical assets.</p> <p>2.3 Make assessments of physical asset performance based on safety, operational efficiency and customer service quality.</p> <p>2.4 Identify problems promptly and take appropriate action.</p> <p>2.5 Identify the need for and access specialist assistance when required.</p>		
<p><b>3. Co-ordinate financing of physical assets</b></p> <p>3.1 Prepare accurate work or equipment specifications to guide the acquisition process.</p> <p>3.2 Estimate acquisition costs based on evaluation of current, accurate and relevant data, including supplier quotations and estimates.</p> <p>3.3 Make appropriate decisions on the acquisition of physical assets in accordance with enterprise policies and procedures.</p> <p>3.4 Select methods of financing to meet enterprise current financial objectives based on an analysis of internal and external</p> <p>3.5 Implement the financing process in consultation with key stakeholders and appropriate financial specialists.</p> <p>3.6 Make and keep accurate records of all financial agreements and related documents.</p>		

**THHGLE19B**

**Develop and implement a business plan**

This unit deals with the skills and knowledge required to develop and monitor a business plan, which incorporates a range of subsidiary plans or strategies. As such, this unit is holistic in nature and brings together skills and knowledge found in other units dealing with planning and operational management. This unit equates to the units BSBMGT601A Contribute to strategic direction and BSBMGT602A Contribute to the development of strategic plans, in the Business Services Training Package.

ELEMENT OF COMPETENCY	Where Skills Attained	Evidence
<p><b>1. Analyse the internal and external business environment</b></p> <p>1.1 Determine information requirements and undertake cost-effective research to deliver relevant information.</p> <p>1.2 Consult with all internal and external stakeholders in the research process.</p> <p>1.3 Use research to assist in the prediction of social, political, economic and technological developments.</p> <p>1.4 Identify and seek assistance and advice from appropriate experts when necessary.</p> <p>1.5 Review and analyse the existing internal resources and capabilities.</p> <p>1.6 Document and analyse business opportunities and obstacles based on valid and reliable market information.</p> <p>1.7 Review and analyse current and emerging trends and developments for their potential impact.</p> <p>1.8 Identify existing and potential competitors and allies and document their strengths and weaknesses.</p> <p>1.9 Explore the potential for joint ventures and strategic alliances.</p>		
<p><b>2. Formulate business plans and strategies</b></p> <p>2.1 Create or confirm enterprise mission, vision and purpose as the starting point for the business plan in consultation with stakeholders.</p> <p>2.2 Establish realistic, clearly stated and measurable objectives for the business.</p> <p>2.3 Develop appropriate strategies and tactics to address objectives across all areas of business operation.</p> <p>2.4 Identify and include opportunities for strategic business alliances.</p> <p>2.5 Develop all aspects of the business plan to ensure the business meets relevant legal, social, environmental and ethical obligations.</p> <p>2.6 Include appropriate action plans and evaluation processes, including key performance indicators.</p> <p>2.7 Consult with appropriate staff, management and other stakeholders to encourage support for the planning process so that all perspectives are taken into account in the development of the plan.</p>		
<p><b>3. Implement the business plan</b></p> <p>3.1 Communicate the objectives and content of plans in a timely manner to facilitate a clear understanding of the plan and associated activities and individual responsibilities.</p> <p>3.2 Use appropriate communication and leadership techniques to encourage a team commitment to the business plan.</p> <p>3.3 Encourage staff to provide ongoing input into the business plan.</p> <p>3.4 Implement and organise actions detailed in the plan in a cost-efficient manner and in accordance with schedule and contingencies.</p>		
<p><b>4. Monitor the business plan</b></p> <p>4.1 Review the business plan regularly and adjust in the light of changing circumstances.</p> <p>4.2 Monitor activities using the evaluation methods detailed in the plan and on an ongoing basis.</p> <p>4.3 Identify and analyse successes and performance gaps in terms of cause and effect.</p> <p>4.4 Implement agreed changes to plans promptly in the context of the following, ensuring timely communication of changes to all stakeholders.</p> <p>4.5 Report performance in a transparent manner to all stakeholders.</p>		

