



Accredited Provider
The Skills College for Development and Training (Pty)Ltd.

National Certificate: Fast Food Services

Qualification ID 14115– NQF 3; 138 Credits

INTRODUCTION

This qualification has been developed for the fast food and restaurant industry. It brings together elements of food and drink preparation, service and supervision. This qualification will professionalise the industry and is applicable mainly to the fast food and restaurant sector, but would be transferable to another hospitality environment. The qualification provides articulation with Gaming, Travel and other Tourism industries.

Rationale for the qualification:

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

LEARNING ASSUMED TO BE IN PLACE

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

EXIT LEVEL OUTCOMES

On completion of this qualification, the learner will be able to:

- Operate a computer
- Deal with customers
- Process incoming and outgoing telephone calls
- Display Cultural Awareness in dealing with Customers & Colleagues
- Communicate verbally
- Maintain effective working relationships with other members of staff
- Maintain health hygiene and professional appearance
- Perform basic calculations
- Prepare written communications
- Maintain hygiene in food preparation, cooking and storage
- Accept and store food deliveries
- Prepare and clear areas for counter service
- Prepare and clear areas for take - away service
- Provide a counter service
- Provide a take away service
- Describe layout, services and facilities of the organisation
- Maintain secure working environment
- Maintain a safe working environment
- Describe the Sectors of the Hospitality, Travel & Tourism Industries
- Conduct on-job coaching
- Operate a payment point and process payments

Develop self within the job role
 Source information about self employment opportunities
 Handle and record refunds
 Maintain customer satisfaction
 Maintain the receipt, storage and issue of goods
 Contribute to the identification of short term supply needs
 Maintain a cleaning programme for own area of responsibility
 Provide First Aid
 Monitor and maintain health, safety and security.

TIME PERIOD

This Learnership can be presented over a period of 12 months

A SELECTION OF THE FOLLOWING UNIT STANDARDS WILL BE COMPLETED IN ORDER TO REACH 138 CREDITS:

UNIT STANDARDS:

	ID	UNIT STANDARD TITLE	PRE-2009 NQF LEVEL	NQF LEVEL	CREDITS
Core	7793	Describe layout, services and facilities of the organisation	Level 2	NQF Level 02	1
Core	7801	Describe the sectors of the Hospitality, Travel and Tourism Industries	Level 2	NQF Level 02	2
Core	7799	Maintain a safe working environment	Level 2	NQF Level 02	2
Core	7732	Prepare and clear areas for counter service	Level 2	NQF Level 02	1
Core	7733	Prepare and clear areas for take-away service	Level 2	NQF Level 02	1
Core	7829	Handle and record refunds	Level 3	NQF Level 03	2
Core	7796	Maintain a secure working environment	Level 3	NQF Level 03	1
Core	7637	Maintain hygiene in food preparation, cooking and storage	Level 3	NQF Level 03	2
Core	7820	Operate a payment point and process payments	Level 3	NQF Level 03	3
Core	7761	Provide a counter service	Level 3	NQF Level 03	2
Core	7763	Provide a take-away service	Level 3	NQF Level 03	2
Core	7743	Accept and store food deliveries	Level 4	NQF Level 04	3
Core	7844	Contribute to the identification of short term supply needs	Level 4	NQF Level 04	1
Core	7821	Develop self within the job role	Level 4	NQF Level 04	3
Core	7846	Maintain the cleaning programme for own area of responsibility	Level 4	NQF Level 04	2
Core	7839	Maintain the receipt, storage and issue of goods	Level 4	NQF Level 04	5
Core	7836	Monitor customer satisfaction	Level 4	NQF Level 04	3
Core	7854	Provide First Aid	Level 4	NQF Level 04	4
Core	7827	Source information about self-employment opportunities	Level 4	NQF Level 04	3
Core	7818	Conduct on-the-job coaching	Level 5	Level TBA: Pre-2009 was L5	5
Core	7868	Monitor and maintain health, safety and security	Level 5	Level TBA: Pre-2009 was L5	4

Fundamental	7800	Maintain health, hygiene and a professional appearance	Level 1	NQF Level 01	1
Fundamental	7812	Perform basic calculations	Level 2	NQF Level 02	3
Fundamental	7794	Communicate verbally	Level 3	NQF Level 03	8
Fundamental	11235	Maintain effective working relationships with other members of staff	Level 3	NQF Level 03	1
Fundamental	7786	Operate a Computer	Level 3	NQF Level 03	8
Fundamental	7790	Process incoming and outgoing telephone calls	Level 3	NQF Level 03	3
Fundamental	7791	Display cultural awareness in dealing with customers and colleagues	Level 4	NQF Level 04	4
Fundamental	7822	Prepare written communications	Level 4	NQF Level 04	3
Fundamental	7789	Provide Customer Service	Level 4	NQF Level 04	8
Elective	7707	Clean cutting equipment	Level 2	NQF Level 02	2
Elective	7612	Handle and dispose of waste	Level 2	NQF Level 02	1
Elective	7705	Handle and maintain knives	Level 2	NQF Level 02	2
Elective	7608	Handle and store cleaning equipment and materials	Level 2	NQF Level 02	1
Elective	7813	Identify work opportunities	Level 2	NQF Level 02	2
Elective	7792	Maintain data in a computer system	Level 2	NQF Level 02	4
Elective	7697	Prepare and bake food	Level 2	NQF Level 02	1
Elective	7701	Prepare and boil, poach or steam foods	Level 2	NQF Level 02	1
Elective	14577	Prepare and clear areas for table service	Level 2	NQF Level 02	1
Elective	7678	Prepare and cook battered fish and chipped potatoes	Level 2	NQF Level 02	1
Elective	7704	Prepare and finish reconstituted food	Level 2	NQF Level 02	1
Elective	7664	Prepare and fry food	Level 2	NQF Level 02	1
Elective	7665	Prepare and grill food	Level 2	NQF Level 02	1
Elective	7662	Prepare and microwave food	Level 2	NQF Level 02	1
Elective	7661	Prepare cold and hot sandwiches and rolls	Level 2	NQF Level 02	2
Elective	7659	Prepare fruit for hot and cold dishes	Level 2	NQF Level 02	1
Elective	7660	Prepare vegetables for hot and cold dishes	Level 2	NQF Level 02	2
Elective	7677	Prepare, cook and assemble food for quick service	Level 2	NQF Level 02	2
Elective	7699	Prepare, cook and assemble hot filled baked potatoes	Level 2	NQF Level 02	1
Elective	7815	Apply for a job or work experience placement	Level 3	NQF Level 03	2
Elective	7767	Clean and restock vending machines	Level 3	NQF Level 03	2
Elective	7785	Function in a business environment	Level 3	NQF Level 03	4
Elective	7679	Prepare, assemble and cook pizza products	Level 3	NQF Level 03	3
Elective	7741	Prepare, cook and present coated chicken	Level 3	NQF Level 03	2
Elective	7782	Analyse a business and determine the way it functions	Level 4	NQF Level 04	3
Elective	7784	Communicate in a business environment	Level 4	NQF Level 04	6
Elective	7866	Plan, organise and monitor work in own area of responsibility	Level 5	Level TBA: Pre-2009 was L5	3
Elective	7788	Process payments	Level 5	Level TBA: Pre-2009 was L5	6
Elective	7787	Sell products or services	Level 5	Level TBA: Pre-2009 was L5	8

