



NATIONAL CERTIFICATE: FAST FOOD SERVICES

NQF



3

SAQA



14115

TRAINING DAYS



33

DURATION



12 months

CREDITS



138

SETA



TETA

AVAILABLE DELIVERY METHODOLOGY

Online



This course is not available online

Instructor Led



100% Trainer led methodology in order for learners to achieve applied competence

Blended



Not available as blended learning

PURPOSE

The purpose of the qualification

- This qualification is developed for the fast food and restaurant industry, with the aim to professionalise the industry. The qualification provides articulation with Gaming, Travel, and other Tourism industries.
- The qualification may be acquired in the traditional way of formal study as well as in the workplace, through learnerships. Acquiring the qualification through learnerships has the potential of addressing the problems of the past, where new qualified people getting into the industry struggle to get employment, because they were required to have practical experience? The workplace experience can now be gained while acquiring the qualification through the various learnership schemes that are planning to use this qualification.

Rules regarding Fundamental, Core and Electives:

- Fundamental Component: All unit standards totalling 39 credits are compulsory.
- Core Component: All unit standards totalling 52 credits are compulsory.
- Elective Component: The qualifying learner must achieve a minimum of 47 credits in the specialisation area distribution centre.

ENTRY CRITERIA

- Numeracy at NQF Level 3
- Literacy at NQF Level 3

SKILLS OUTCOMES

On completion of this qualification a learner will be able to;

- Operate a computer.
- Deal with customers.
- Process incoming and outgoing telephone calls.
- Display cultural awareness in dealing with customers and colleagues.
- Communicate effectively, verbally and in writing.
- Maintain effective working relationships with other members of staff.
- Maintain health hygiene and professional appearance.
- Perform basic calculations.
- Maintain hygiene in food preparation, cooking and storage.
- Accept and store food deliveries.
- Prepare and clear areas for counter and takeaway services.
- Provide counter and takeaway services.
- Describe layout, services, and facilities of the organisation.
- Maintain a safe and secure working environment.
- Describe the sectors of the Hospitality, Travel and 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.

For more information on how your organisation can benefit, contact Training Force:



HOSPITALITY

MARKET INFORMATION

Target Market: This learning programme is aimed at candidates who want recognition and/ or a formal qualification primarily in the fast food industry and the hospitality • gaming • traveling • other tourism industries.

Target Industries: Fast Foods • Hospitality • Gaming Traveling • Tourism

Training Equipment Required: A computer • projector • whiteboard/flip chart and access to food outlet • cooking facilities • restaurant • and training equipment (payment point, take-away service, First Aid kit, counter service, food preparation, cooking and storage).

RESOURCE REQUIREMENTS

- Cleaning equipment
- Cutting equipment
- First AID
- Computer system

GENERAL INFORMATION

Credit Accumulation Transfer (CAT):

CAT exemption is only applicable to approved learners. Approved learners will have reduced contact days. Learners who do not meet the CAT requirements will be required to complete part 1 and part 2 of every Cluster.

FISA Requirements:

Final Integrated Summative Assessment is not a requirement for the successful completion of this learnership.

Recognition of Prior Learning (RPL): RPL is not available for this qualification.

Cluster 1 - Introduction to Fast Food Industry

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7793	Describe layout, services, and facilities of the organisation.	1
Core	7801	Describe the sectors of the Hospitality, Travel and Tourism Industries.	2
Core	7827	Source information about self-employment opportunities.	3
Fundamental	11235	Maintain effective working relationships with other members of staff.	1

Recommended training days for Cluster 1 is 1 day.

Cluster 2 - Fast Food Daily Operations

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7839	Maintain the receipt, storage, and issue of goods.	5
Core	7844	Contribute to the identification of short-term supply needs	5
Fundamental	7866	Plan, organize and monitor work in own area of responsibility.	1
Core	7743	Accept and store food deliveries.	3
Core	7818	Conduct on-the-job coaching.	6

Recommended training days for Cluster 2 is 4 days



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Cluster 3 - Kitchen Equipment and Utensils

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7733	Prepare and clear areas for take-away service.	1
Elective	14577	Prepare and clear areas for table service.	1
Elective	7608	Handle and store cleaning equipment and materials.	1
Elective	7707	Clean cutting equipment.	2
Elective	7705	Handle and maintain knives.	2

Recommended training days for Cluster 3 is 1 day.

Cluster 4 - Fast Food Preparation

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	7661	Prepare cold and hot sandwiches and rolls.	2
Elective	7660	Prepare vegetables for hot and cold dishes.	2
Elective	7659	Prepare fruit for hot and cold dishes.	1
Core	7732	Prepare and clear areas for counter service.	1

Recommended training days for Cluster 4 is 1 day.

Cluster 5 - Occupational Health, Safety and Security

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7868	Monitor and maintain health, safety, and security.	4
Core	7796	Maintain a secure working environment.	1
Core	7799	Maintain a safe working environment.	2
Core	7846	Maintain the cleaning programme for own area of responsibility.	2
Elective	7612	Handle and dispose of waste.	1
Fundamental	7800	Maintain health, hygiene and a professional appearance.	1
Core	7637	Maintain hygiene in food preparation, cooking and storage.	2
Core	7854	Provide First Aid.	4

Recommended training days for Cluster 5 is 3 days.



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Cluster 6 - Effective Customer Service

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	7791	Display cultural awareness in dealing with customers and colleagues.	4
Fundamental	7789	Provide customer service.	8
Core	7836	Monitor customer satisfaction.	3
Elective	7761	Provide a counter service.	2
Core	7763	Provide a take-away service.	2

Recommended training days for Cluster 6 is 4 days.

Cluster 7 - Personal Self Development.

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	7815	Apply for a job or work experience placement programmes.	2
Elective	7813	Identify work opportunities.	2
Elective	7787	Sell products and services.	8
Fundamental	7786	Operate a computer.	8
Elective	7792	Maintain data in a computer system.	4
Core	7821	Develop self within the job role.	3

Recommended training days for Cluster 7 is 5 days..

Cluster 8 - Business Communication.

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	7790	Process incoming and outgoing telephone calls.	5
Fundamental	7822	Prepare written communications.	3
Fundamental	7794	Communicate verbally.	8
Elective	7784	Communicate in a business environment.	6

Recommended training days for Cluster 8 is 4 days.



HOSPITALITY

Cluster 9 – Business Finance.

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	7820	Operate a payment point and process payments.	3
Core	7829	Handle and record refunds.	2
Fundamental	7812	Perform basic calculations.	3
Elective	7788	Process payments.	6
Elective	7785	Function in a business environment.	4
Elective	7782	Analyse a business and determine the way it functions.	3

Recommended training days for Cluster 9 is 4 days.