



Tourism Occupational Skill Standard Development In The APEC Region - Stage IV

**Book 2/3
APEC Skill Standards
Assessment Materials-
Chapter 3
Hospitality Units**

**APEC PROJECT NO. TWG - 01/2005
NOVEMBER 2006**



**Asia-Pacific
Economic Cooperation
Tourism working Group**



Asia-Pacific
Economic Cooperation
Tourism working Group

ROAM
ASIA PACIFIC
WORKPLACES
WITH
APEC Skill Standards

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Tourism Occupational Skill Standards Development in the APEC Region – Stage IV



Asia-Pacific
Economic Cooperation
Tourism working Group

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– Tour & Travel Business Units
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Book 3 :
APEC Skill Standards Assessor
Program Handbook
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Book 4 :
APEC Skill Standards Organization Structure &
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**TOURISM OCCUPATIONAL SKILL
STANDARD DEVELOPMENT
IN THE APEC REGION – STAGE IV
APEC PROJECT NO. TWG 01/2005**

**ASIA PACIFIC ECONOMIC COOPERATION
TOURISM WORKING GROUP**

APEC Project TWG 01/2005

**Tourism Occupational Skill Standards Development in the APEC Region – Stage IV
Book 2/3 : APEC Skill Standards Assessment Materials – Hospitality Vocational Units**

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APEC Secretariat

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BOOK 2/3
APEC SKILL STANDARD
ASSESSMENT FILE
Hospitality Vocational Units

This set of 4 books is specially written for easy reference in the preparation of APEC Skill Standard Assessment by Certified APEC SS Assessor. The first book (Book 2 / 1) contains Assessment Materials for all General Units (Chapter 1). The second book (Book 2 / 2) contains Assessment Materials for all General Vocational Units (Chapter 2). The third book (Book 2 / 3) contains Assessment Materials for all Hospitality Vocational Units (Chapter 3) and the fourth book (Book 2 / 4) contains Assessment Materials for all Tour & Travel Business Units (Chapter 4).

However, this set of Assessment Materials Books should not hinder you from accumulating your own references for the assessment process such as Bank of Questions, Simulation scenarios, Study cases etc.

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- Chapter 4.07 Planning & Product Development, page

ASSESSMENT MATERIALS
APEC SKILL STANDARD UNITS
2005

CHAPTER 3.01 - TOURISM CORE (02 Units)

SUMMARY OF UNITS

Unit code	Unit Name	ELM	Total PC
3.01.01.05	Provide local / national tourism information (idem 4.01.01.05)	2	4+4 = 8
3.01.02.05	Provide APEC / ASEAN tourism information (idem 4.01.02.05)	2	4+4 = 8
	Total 2 UNITS	4	16

ASSESSMENT FILE BY UNITS APEC SS 3.01.01.05 / 4.01.01.05 - PROVIDE NATIONAL / LOCAL TOURISM INFORMATION
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ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Obtain valid and accurate information</p> <p>1) All necessary information to assist queries on local / national tourism industry, products and services is obtained, including: a. general information on the tourism industry; b. national / local tourism destinations, facilities & infra structure, transportations; c. tourism products / services / facilities / rates; c. environmental issues. 2) Obtained information is updated according to company procedures. 3) Information obtained is shared with colleagues. 4) Information gained from work experience and guests contact is passed to the appropriate person for future updating & references.</p> <p>Element 2 – Provide information to queries</p> <p>1) Accurate information regarding the local and national tourism information is offered to queries. 2) Selling techniques are used to encourage usage and purchase. 3) Customers are made aware of possible extras, add-ons and further benefits. 4) Report queries and entailed results to designated person for follow-up.</p>	<p>UNIT VARIABLES</p> <p>Information includes all information on the local and national tourism industry, products, facilities & services, tours & transport, environmental issues, career opportunities, tourism investments and all other necessary information on local and national tourism.</p> <p>ASSESSMENT GUIDE*: Understanding the importance of providing local and national tourism information to the customers for the development of the local and national tourism industries.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.01.01.05 / 4.01.01.05 PROVIDE NATIONAL / LOCAL TOURISM INFORMATION
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	

08	Appeal/Review Process	
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.01.01.05 / 4.01.01.05 - PROVIDE NATIONAL / LOCAL TOURISM INFORMATION

Name of Candidate :
Name of Assessor/s :

C/NC= Competent or Not Yet Competent

*** 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test**

VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

Method*	PERFORMANCE CRITERIA	Assessment Quality				C/ NYC
		V D	S F	C U	A U	
Element 1 – Obtain valid and accurate information						
	1) All necessary information to assist queries on local / national tourism industry, products and services is obtained, including: a. general information on the tourism industry; b. national / local tourism destinations, facilities & infra structure, transportations; c. tourism products / services / facilities / rates; c. environmental issues.					
	2) Obtained information is updated according to company procedures.					
	3) Information obtained is shared with colleagues.					
	4) Information gained from work experience and guests contact is passed to the appropriate person for future updating & references.					
Element 2 – Provide information to queries						
	1) Accurate information regarding the local and national tourism information is offered to queries.					
	2) Selling techniques are used to encourage usage and purchase.					
	3) Customers are made aware of possible extras, add-ons and further benefits.					
	4) Report queries and entailed results to designated person for follow-up.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.01.01.05 / 4.01.01.05 - PROVIDE NATIONAL / LOCAL TOURISM INFORMATION

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE BY UNITS
APEC SS 3.01.02.05 / APEC SS 4.01.02.05
PROVIDE NATIONAL / LOCAL TOURISM INFORMATION

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Obtain valid and accurate information 1) All necessary information to assist queries on APEC & ASEAN tourism industry in general is obtained, including: a. general information on the tourism industry; b. national / local tourism destinations, facilities & infra structure, transportations; c. tourism products / services / facilities / rates; c. career opportunities; d. environmental issues. 2) Obtained information is updated according to company procedures. 3) Information obtained is shared with colleagues. 4) Information gained from work experience and guests contact is passed to the appropriate person for future updating & references.</p> <p>Element 2 – Provide information to queries 1) Accurate information regarding the local and national tourism information is offered to queries. 2) Selling techniques are used to encourage visits. 3) Customers are made aware of possible beneficial features. 4) Report queries and entailed results to designated person for follow-up.</p>	<p>UNIT VARIABLES Information includes all general information on the APEC & ASEAN tourism industry including: popular tourism destinations and their general features and all other necessary information on APEC & ASEAN tourism.</p> <p>ASSESSMENT GUIDE*: Understanding the importance of the regional spirit in providing APEC & ASEAN tourism information to the customers for mutual beneficial regional tourism development.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.01.02.05 / APEC SS 4.01.02.05 PROVIDE APEC & ASEAN TOURISM INFORMATION
05	Results of Assessment	
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Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.01.02.05 / APEC SS 4.01.02.05 - PROVIDE APEC & ASEAN TOURISM INFORMATION

Unit Name :
Name of Candidate :
Name of Assessor/s :

C/NC= Competent or Not Yet Competent

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio;
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Method*	PERFORMANCE CRITERIA	Assessment Quality				C/ NYC
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Element 1 – Obtain valid and accurate information						
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	2) Obtained information is updated according to company procedures.					
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Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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Unit Code : APEC SS 3.01.02.05 / APEC SS 4.01.02.05 - PROVIDE NATIONAL / LOCAL TOURISM INFORMATION
 Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

ASSESSMENT MATERIALS
APEC SKILL STANDARD UNITS
2005

ASSESSMENT FILE BY UNITS
CHAPTER 3.02 – FOOD AND BEVERAGE OPERATION (17 Units)

SUMMARY OF UNITS

Unit code	Unit Name	Elmts	Total PC
3.02.01.05	Clean and tidy bar areas	2	5+6 = 11
3.02.02.05	Operate a bar	4	6+3+10+6 = 25
3.02.03.05	Provide a link between kitchen and service areas	2	7+3 = 10
3.02.04.05	Provide Food & Beverage service	4	7+5+5+7 = 24
3.02.05.05	Provide table service of alcoholic beverages	2	2+6 = 8
3.02.06.05	Operate cellar system	4	6+2+5+6 = 19
3.02.07.05	Complete liquor retail sales	4	6+4+5+8 = 23
3.02.08.05	Provide rooms service	5	8+7+5+3+3 = 26
3.02.09.05	Provide responsible service of alcohol	4	2+4+2+4 = 12
3.02.10.05	Prepare and serve non alcoholic beverages	3	5+4+3 = 12
3.02.11.05	Develop and update food and beverage knowledge	2	3+3 = 6
3.02.12.05	Provide specialist advice on food	3	3+6+3 = 12
3.02.13.05	Provide specialist wine service	5	4+3+5+3+3 = 18
3.02.14.05	Prepare and serve cocktails	3	3+4+2 = 9
3.02.15.05	Provide GUERIDON service	3	8+3+3 = 14
3.02.16.05	Provide Silver Service	3	3+2+5 = 10
3.03.17.05	Design a small FB outlet	8	5+4+7+4+5+8+3+3 = 39
	Total 17 units	61	278

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.02.01.05 – CLEAN AND TIDY BAR AREAS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Clean bar and equipment 1) Bar surfaces and equipment are cleaned in accordance with enterprise standards and OHS regulations. 2) Equipment is operated in accordance with manufacturer’s instructions. 3) Conditions of utensils and glass wares are checked against company’s standards during the cleaning process. 4) Cracked/chipped items are safely disposed of in accordance with enterprise procedures. 5) Cleaning of bar and equipment is completed in consultation with other colleagues and with minimum disruption to bar operation.</p> <p>Element 2 – Clean and maintain public areas 1) Public areas which require attention are promptly identified and appropriate action is taken. 2) Empty and unwanted items are cleared on a regular basis with minimum disruption to customers. 3) Tables & public areas are cleaned hygienically and prepared in accordance with company requirements. 4) Where appropriate, opportunities to interact with customers are taken in accordance with enterprise customer service standards. 5) Unusual, suspicious or unruly behavior is identified and reported to the appropriate person. 6) Suspicious items left un-attended are reported to the appropriate person.</p>	<p>UNIT VARIABLES This unit applies to premises selling alcoholic beverages. Bar surfaces and equipment may include service counters, all beverages, post mix service points, utensils, glassware, washing machine etc. Public areas may include bar areas, function areas, lounge and restaurants, entertainment areas etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated capacity to: a. understanding of the importance of maintaining the cleanliness and tidiness of bar areas and ability to safely and hygienically follow enterprise bare cleaning procedures within appropriate timeframes. 2) Underpinning knowledge and skills include: a. regulations in alcoholic beverage sales and licensing and the responsibilities of staff members; b. Related OHS regulations and issues.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.02.01.05 - CLEAN & TIDY BAR AREAS
05	Results of Assessment	
06	Comments & Feedback	

07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.02.01.05 - CLEAN & TIDY BAR AREAS

Name of Candidate :

Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

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*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Clean bar and equipment						
	1) Bar surfaces and equipment are cleaned in accordance with enterprise standards and OHS regulations.					
	2) Equipment is operated in accordance with manufacturer's instructions.					
	3) Conditions of utensils and glass wares are checked against company's standards during the cleaning process.					
	4) Cracked/chipped items are safely disposed of in accordance with enterprise procedures.					
	5) Cleaning of bar and equipment is completed in consultation with other colleagues and with minimum disruption to bar operation.					
Element 2 – Clean and maintain public areas						
	1) Public areas which require attention are promptly identified and appropriate action is taken.					
	2) Empty and unwanted items are cleared on a regular basis with minimum disruption to customers.					
	3) Tables & public areas are cleaned hygienically and prepared in accordance with company requirements.					
	4) Where appropriate, opportunities to interact with customers are taken in accordance with enterprise customer service standards.					
	5) Unusual, suspicious or unruly behavior is identified and reported to the appropriate person.					
	6) Suspicious items left un-attended are reported to the appropriate person.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 3.02.01.05 - CLEAN & TIDY BAR AREAS

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.02.02.05 - OPERATE A BAR

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare bar for service</p> <p>1) Bar display and work areas is set up in accordance with enterprise requirements. 2) Bar products and materials are checked against stock report update. 3) Lost items are reported according to company's procedures. 4) Bar product and materials are restocked where necessary using correct documentation. 5) All items are stored in the correct place and correct temperature. 6) A suitable range of decorations, coasters and edible and non-edibles garnishes are prepared and stocked in accordance with company requirements.</p> <p>Element 2 – Take drink orders</p> <p>1) Orders are taken correctly. 2) Products and brand preferences are checked with the customer in a courteous manner. 3) Clear and helpful recommendations or advice is given to customers on selection of drinks.</p> <p>Element 3 – Prepare and serve drinks</p> <p>1). Drinks are prepared in accordance with legal and enterprise standards, using correct equipment, ingredients and measures. 2) Drinks are served promptly and courteously in accordance with customer preferences. 3) Coffee and tea are prepared and served as appropriate. 4) Glassware and garnishes are correctly handled and used according to legal regulations and company procedures. 5) Wastage and spillage are minimized. 6) Beverage quantity is checked during service and correctly action taken when required. 7) Where appropriate, beverages quality issues are promptly reported to the appropriate person. 8) Where appropriate tray service is provided in accordance with enterprise standards. 9) Any</p>	<p>UNIT VARIABLES</p> <p>Bars may be permanent, temporary, dry till, pool side etc.</p> <p>Bars products, materials and equipment may include: all types of drink, garnishes, cleaning equipment, refrigeration equipment, utensils, bar linens, display items etc.</p> <p>Relevant information may include: current customer information preferences, problems etc; issues relating to beverage quality; stock requirements etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated capacity to: a. set up and operate bar equipment in accordance with established procedures and systems; b. correct preparation of standard drinks within acceptable range and timelines.</p>

<p>incidents during service are attended to promptly and safely. 10) Accounts are organized and presented to customers on request.</p> <p>Element 4 – Close down bar operations</p> <p>1) When appropriate, equipment is shut down in accordance with enterprise safety procedures and manufacturer instructions. 2) Bar areas are cleared or dismantled in accordance with enterprise procedures. 3) Left over garnishes, suitable for storage, is stored according to safety procedures and enterprise standards. 4) Stocked is checked and reordered in accordance with enterprise procedures. 5) Bar is correctly set up for next service. 6) Where appropriate, handover is made to incoming bar staff and relevant information is shared.</p>	<p>2) Underpinning knowledge and skills include: a. relevant alcoholic beverage services; government food handling hygiene regulations; different types of bar; typical bar equipment; major types of alcoholic beverages; standard drinks including preparation and serving techniques; tea and coffee preparation; major drink manufacturers etc.</p>
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.02.02.05 - OPERATE A BAR
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.02.02.05 - OPERATE A BAR

Name of Candidate :
 Name of Assessor/s :

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** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare bar for service						
	1) Bar display and work areas is set up in accordance with enterprise requirements.					
	2) Bar products and materials are checked against stock report update.					
	3) Lost items are reported according to company's procedures.					
	4) Bar product and materials are restocked where necessary using correct documentation.					
	5) All items are stored in the correct place and correct temperature.					
	6) A suitable range of decorations, coasters and edible and non-edibles garnishes are prepared and stocked in accordance with company requirements.					
Element 2 – Take drink orders						
	1) Orders are taken correctly.					
	2) Products and brand preferences are checked with the customer in a courteous manner.					
	3) Clear and helpful recommendations or advice is given to customers on selection of drinks.					
Element 3 – Prepare and serve drinks						
	1). Drinks are prepared in accordance with legal and enterprise standards, using correct equipment, ingredients and measures.					
	2) Drinks are served promptly and courteously in accordance with customer preferences.					
	3) Coffee and tea are prepared and served as appropriate.					
	4) Glassware and garnishes are correctly handled and used according to legal regulations and company procedures.					
	5) Wastage and spillage are minimized.					
	6) Beverage quantity is checked during service and correctly action taken when required.					
	7) Where appropriate, beverages quality issues are promptly reported to the appropriate person.					
	8) Where appropriate tray service is provided in accordance with enterprise standards.					
	8) Where appropriate tray service is provided in accordance with enterprise standards.					
	9) Any incidents during service are attended to promptly and safely.					
	10) Accounts are organized and presented to customers on request.					
Element 4 – Close down bar operations						
	1) When appropriate, equipment is shut down in accordance with enterprise safety procedures and manufacturer instructions.					
	2) Bar areas are cleared or dismantled in accordance with enterprise procedures.					
	3) Left over garnishes, suitable for storage, is stored according to safety procedures and enterprise standards.					
	4) Stocked is checked and reordered in accordance with enterprise procedures.					
	5) Bar is correctly set up for next service.					
	6) Where appropriate, handover is made to incoming bar staff and relevant information is shared.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.02.02.05 - OPERATE A BAR

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.02.03.05 – PROVIDE A LINK BETWEEN KITCHEN AND SERVICE AREAS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Liaise between kitchen and service areas</p> <p>1) Kitchen service points are attended and monitored to ensure prompt pick up of food. 2) Food is checked in accordance with enterprise standards. 3) Food is checked for marks, spills and drips. 4) Food is promptly transferred and correctly placed at the appropriate service point in accordance with enterprise procedures and safety requirements. 5) Appropriate colleagues are promptly advised on readiness of items for service. 6) Additional items required from the kitchen are identified through monitoring of service areas and consultation with other service colleagues. 7) Requests are made to kitchen staff based on identified needs.</p> <p>Element 2 – Clean and clear food service areas</p> <p>1) Used items are promptly removed from service areas and safely transferred to the appropriate location for cleaning. 2) Food scraps are handled in accordance with hygiene and sanitation regulations. 3) Equipment is cleaned and stored in accordance with hygiene/sanitation regulations and enterprise procedures.</p>	<p>UNIT VARIABLES</p> <p>This unit applies to all kinds of premises indoor and outdoor where food and beverage are served.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include: a. demonstrated understanding of service flows within a food & beverage service environment and the rules of those who contribute to service process; b. Ability to follow established enterprise hygiene and sanitation procedures in handling food and beverages; c. understanding and knowledge of all menu items of the enterprise.</p> <p>2) Underpinning knowledge and skills include: a. flow of service within food and beverage service environment; b. procedures for ordering and servicing.</p>

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.02.03.05 - PROVIDE A LINK BETWEEN KITCHEN AND SERVICE AREAS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.02.03.05 - PROVIDE A LINK BETWEEN KITCHEN AND SERVICE AREAS

Name of Candidate :

Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V	S	C	A	
		D	F	U	U	

Element 1 – Liaise between kitchen and service areas						
	1) Kitchen service points are attended and monitored to ensure prompt pick up of food.					
	2) Food is checked in accordance with enterprise standards.					
	3) Food is checked for marks, spills and drips.					
	4) Food is promptly transferred and correctly placed at the appropriate service point in accordance with enterprise procedures and safety requirements.					
	5) Appropriate colleagues are promptly advised on readiness of items for service.					
	6) Additional items required from the kitchen are identified through monitoring of service areas and consultation with other service colleagues.					
	7) Requests are made to kitchen staff based on identified needs.					
Element 2 – Clean and clear food service areas						
	1) Used items are promptly removed from service areas and safely transferred to the appropriate location for cleaning.					
	2) Food scraps are handled in accordance with hygiene and sanitation regulations.					
	3) Equipment is cleaned and stored in accordance with hygiene/sanitation regulations and enterprise procedures.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.02.03.05 - PROVIDE A LINK BETWEEN KITCHEN AND SERVICE AREAS

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.02.04.05 – PROVIDE FOOD AND BEVERAGE SERVICE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare dining / restaurant area for service 1) Dining area is cleaned and/or checked for cleanliness prior to service in accordance with enterprise procedures. 2) Customer facilities are checked and cleaned for service. 3) Comfort and ambience of the area is prepared in readiness for service, including adjustments to lighting and music where appropriate. 4) Furniture is set up in accordance with enterprise requirements and/or customer requests. 5) Furniture lay out ensures staff and customer convenience and safety. 6) Equipment is checked and prepared for service. 7) Contact is made with kitchen staff and information sought on menu variations.</p> <p>Element 2 – Prepare and set tables 1) Tables are correctly set in accordance with enterprise standards, required timeframes and/or special customer requests. 2) Where appropriate standard industry clothing techniques are correctly used. 3) Cleanliness and conditions of tables and all table items are checked prior to service. 4) Items not meeting enterprise standards are identified and removed from service areas. 5) Recurring problems are identified and reported to the appropriate person.</p> <p>Element 3 – Welcome customers 1) Customers are welcomed upon arrival in accordance with customer service standards. 2) Courteous introductions are made and reservations are checked where appropriate. 3) Customers are promptly seated. 4) Menus and drinks are promptly presented to customers in accordance with enterprise standards. 5) Where menus and drinks are presented, verbal, clear and audible explanations are provided.</p> <p>Element 4 – Take and process orders 1) Orders are taken promptly and accurately with minimal disruption to customers. 2) Where necessary orders are legibly recorded using correct documentation and promptly conveyed to the kitchen and/or bar. 3) Recommendations are made to customers to assist them with drinks and meal selection. 4) Customers questions on menu items are correctly and courteously answered. 5) Where answer is unknown, information is sought from kitchen or supervisor. 6) Ordering systems are correctly operated in accordance with enterprise procedures. 7) Glassware and cutlery to accommodate the meal choice are provided and adjusted in accordance with enterprise procedures.</p> <p>Element 5 – Serve and clear food and drinks 1) Food and beverage are promptly collected from service areas, checked for presentation and safely carried to customers. 2) Flow of service and meal delivery is monitored. 3) Any delays or deficiencies in service are promptly identified and followed up with the kitchen. 4) Customers are advised and reassured regarding delays. 5) Food & beverage is courteously served at the tables in accordance with enterprise standards and hygiene requirements. 6) Dishes are served to the correct person. 7) Customer satisfaction is checked at the appropriate time. 8) Additional food and beverage is offered at the appropriate times and ordered or served accordingly. 9) Tables are cleared of crockery, cutlery and glassware at the appropriate time and with minimal disruption to the customers. 10) Accounts are processed and organized in accordance with enterprise procedures. 11) Accounts are presented and processed with customers in accordance with enterprise procedures. 12) Guests are courteously farewell form the restaurant/dining area according to enterprise procedures.</p> <p>Element 6 – Close down restaurant / dining area 1) Equipment is stored and/or prepared for the next service in accordance with enterprise procedures. 2) Area is cleared, cleaned or dismantled in accordance with enterprise procedures. 3) Area is correctly set up for next service in accordance with enterprise procedures. 4) Where appropriate, service is reviewed and evaluated with colleagues for possible future improvements. 5) Where appropriate hand-over is made to incoming colleagues and relevant information is shared.</p>	<p>UNIT VARIABLES Equipment may include: glassware, crockery, cutlery, linen, condiments, coffee/tea making facilities, chairs, tables, menu and wine lists, display materials, etc. Style of service may include: table d’hote, a la carte, buffet, function, breakfast or tea & coffee service, etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated capacity to provide complete service within a dining area according to well established systems & procedures; and comprehensive and correct set-up, accurate order processing, ability to interact with customers, and monitor the service process. 2) Underpinning knowledge and skills include: a. flow of service within a food & beverage service environment; b. ordering and service procedures; c. typical FB service styles and types of menu; d. typical industry table set-up for different types of service; e. range and usage of standard restaurant equipment; f. knowledge of menus of the establishment; g. OHS issues related to FB service.</p>

**APEC TOURISM WORKING GROUP
 APEC SKILL STANDARD (APEC SS)
 2005**

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.02.04.05 - PROVIDE FOOD & BEVERAGE SERVICE
05	Results of Assessment	
06	Comments & Feedback	
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08	Appeal/Review Process	

Assessment Document 2
**APEC TOURISM WORKING GROUP
 APEC SKILL STANDARD
 2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.02.04.05 - PROVIDE FOOD & BEVERAGE SERVICE

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V	S	C	A	
		D	F	U	U	

APEC TOURISM WORKING GROUP

APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standards Development – Stage IV

EMPOWER Associates, Consultant

Element 1 – Prepare dining / restaurant area for service							
	1) Dining area is cleaned and/or checked for cleanliness prior to service in accordance with enterprise procedures.						
	2) Customer facilities are checked and cleaned for service.						
	3) Comfort and ambience of the area is prepared in readiness for service, including adjustments to lighting and music where appropriate.						
	4) Furniture is set up in accordance with enterprise requirements and/or customer requests.						
	5) Furniture lay out ensures staff and customer convenience and safety.						
	6) Equipment is checked and prepared for service.						
	7) Contact is made with kitchen staff and information sought on menu variations.						
Element 2 – Prepare and set tables							
	1) Tables are correctly set in accordance with enterprise standards, required timeframes and/or special customer requests.						
	2) Where appropriate standard industry clothing techniques are correctly used.						
	3) Cleanliness and conditions of tables and all table items are checked prior to service.						
	4) Items not meeting enterprise standards are identified and removed from service areas.						
	5) Recurring problems are identified and reported to the appropriate person.						
Element 3 – Welcome customers							
	1) Customers are welcomed upon arrival in accordance with customer service standards.						
	2) Courteous introductions are made and reservations are checked where appropriate.						
	3) Customers are promptly seated.						
	4) Menus and drinks are promptly presented to customers in accordance with enterprise standards.						
	5) Where menus and drinks are presented, verbal, clear and audible explanations are provided.						
Element 4 – Take and process orders							
	1) Orders are taken promptly and accurately with minimal disruption to customers.						
	2) Where necessary orders are legibly recorded using correct documentation and promptly conveyed to the kitchen and/or bar.						
	3) Recommendations are made to customers to assist them with drinks and meal selection.						
	4) Customers questions on menu items are correctly and courteously answered.						
	5) Where answer is unknown, information is sought from kitchen or supervisor.						
	6) Ordering systems are correctly operated in accordance with enterprise procedures.						
	7) Glassware and cutlery to accommodate the meal choice are provided and adjusted in accordance with enterprise procedures.						
Element 5 – Serve and clear food and drinks							
	1) Food and beverage are promptly collected from service areas, checked for presentation and safely carried to customers.						
	2) Flow of service and meal delivery is monitored.						
	3) Any delays or deficiencies in service are promptly identified and followed up with the kitchen.						
	4) Customers are advised and reassured regarding delays.						
	5) Food & beverage is courteously served at the tables in accordance with enterprise standards and hygiene requirements.						
	6) Dishes are served to the correct person.						
	7) Customer satisfaction is checked at the appropriate time.						
	8) Additional food and beverage is offered at the appropriate times and ordered or served accordingly.						
	9) Tables are cleared of crockery, cutlery and glassware at the appropriate time and with minimal disruption to the customers.						
	10) Accounts are processed and organized in accordance with enterprise procedures.						
	11) Accounts are presented and processed with customers in accordance with enterprise procedures.						
	12) Guests are courteously farewell from the restaurant/dining area according to enterprise procedures.						

Element 6 – Close down restaurant / dining area						
	1) Equipment is stored and/or prepared for the next service in accordance with enterprise procedures.					
	2) Area is cleared, cleaned or dismantled in accordance with enterprise procedures.					
	3) Area is correctly set up for next service in accordance with enterprise procedures.					
	4) Where appropriate, service is reviewed and evaluated with colleagues for possible future improvements.					
	5) Where appropriate hand-over is made to incoming colleagues and relevant information is shared.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.02.04.05 - PROVIDE FOOD & BEVERAGE SERVICE

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.02.05.05 – PROVIDE TABLE SERVICE OF ALCOHOLIC DRINKS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
Element 1 – Advise customers on alcoholic beverages	UNIT VARIABLES

<p>1) Advice and recommendations on beverages is courteously offered to when appropriate. 2) Products are promoted to customers in accordance with enterprise requirements.</p> <p>Element 2 – Serve alcoholic beverages</p> <p>1) Where appropriate, glassware and other items for beverage service are selected, prepared and placed in accordance with enterprise and/or industry standards. 2) Beverages are selected and both temperatures and bottle conditions are checked prior to serving. 3) Selection is checked with customers prior to opening. 4) Beverages are correctly and safely open and poured. 5) When appropriate glasses are refilled during service with minimal disruption to customers. 6) Used and unused glasses are removed from tables at the appropriate time and in the correct manner.</p>	<p>Alcoholic beverages may include: wines, spirits, beers etc. Items for beverage service may include: ice buckets, stands, napkins etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated capacity to correctly serve a range of alcoholic drinks within enterprise acceptable timeframes, and provide courteous advice on drinks to customers.</p> <p>2) Underpinning knowledge and skills in wines, spirits and beers include: a. general features, producing countries, taste and flavor; b. compatibility with different types of food; c. knowledge of suitable glassware required; d. knowledge of beverage serving techniques for appropriate range including bottles beer, spirits, wines, liqueurs; e. relevant safety issues, etc.</p>
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Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.02.05.05 - PROVIDE TABLE SERVICE OF ALCOHOLIC BEVERAGES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.02.05.05 - PROVIDE TABLE SERVICE OF ALCOHOLIC BEVERAGES

Name of Candidate :
 Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test
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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Advise customers on alcoholic beverages						
	1) Advice and recommendations on beverages is courteously offered to when appropriate.					
	2) Products are promoted to customers in accordance with enterprise requirements.					
Element 2 – Serve alcoholic beverages						
	1) Where appropriate, glassware and other items for beverage service are selected, prepared and placed in accordance with enterprise and/or industry standards.					
	2) Beverages are selected and both temperatures and bottle conditions are checked prior to serving.					
	3) Selection is checked with customers prior to opening.					
	4) Beverages are correctly and safely open and poured.					
	5) When appropriate glasses are refilled during service with minimal disruption to customers.					
	6) Used and unused glasses are removed from tables at the appropriate time and in the correct manner.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 3.02.05.05 - PROVIDE TABLE SERVICE OF ALCOHOLIC BEVERAGES

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.02.06.05 – OPERATE A CELLAR SYSTEM

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Operate and maintain bulk dispensing system 1) Bulk dispensing systems are correctly operated in accordance with manufacturer instructions and safety requirements. 2) Temperature, carbonation and pump pressure are monitored. 3) Connectors, extractors and heads are cleaned hygienically. 4) Nitrogen and integrated systems are set up safely and correctly to manufacturer specifications. 5) Faulty products and product delivery problems are promptly and accurately identified. 6) Faults are promptly corrected or reported to the appropriate person.</p> <p>Element 2 – Operate and maintain beer reticulation systems 1) Beer reticulation systems are correctly operated and cleaned in accordance with manufacturer instructions. 2) Safety procedures regarding handling, connecting and storing of gas are strictly followed.</p> <p>Element 3 – Use and maintain refrigeration systems 1) Refrigerator temperatures are measured accurately and adjusted to comply with product requirements. 2) Refrigerator seals and catches are maintained to manufacturer specification. 3) Refrigerator vents, coils and filters are cleaned to manufacturer standards. 4) Walk-in alarm are set and re-set when required and to manufacturer specification. 5) Basic mechanical faults are recognized and immediately repaired, or reported in accordance with enterprise procedures.</p> <p>Element 4 – Monitor quality of cellar products 1) Quality of cellar products is regularly tested and faults identified. 2) Adjustments are made within scope of individual responsibility or faults are reported to the appropriate person. 3) Follow up action is taken to ensure faults are rectified. 4) Bin and keg card systems are used to assist in monitoring the quality of products and controlling stock. 5) Cellar is kept tidy, clean and free from litter. 6) Cellar temperature is monitored.</p>	<p>UNIT VARIABLES Bulk dispensing systems may systems for beer, spirits, wine, post-mix spirits, etc. Cellar products may include: beers, wines, spirits, liqueurs, aerated and mineral water, post-mix drinks, juices and syrups, etc. Refrigeration systems may include: cold rooms, cabinets, instantaneous coolers, portable temprites, etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated capacity of safety requirements for operating cellar equipment, quality issues which effect beverages, and ability to operate equipment within safety requirements. 2) Underpinning knowledge and skills include characteristics of all kinds of alcoholic drinks including their potential faults, shelf-life, correct handling and storage, potential dangers of working with gas and pressure, specific cellar safety requirements.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx

02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.02.06.05 - OPERATE CELLAR SYSTEM
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.02.06.05 - OPERATE CELLAR SYSTEM

Name of Candidate :
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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Operate and maintain bulk dispensing system						
	1) Bulk dispensing systems are correctly operated in accordance with manufacturer instructions and safety requirements.					
	2) Temperature, carbonation and pump pressure are monitored.					
	3) Connectors, extractors and heads are cleaned hygienically.					
	4) Nitrogen and integrated systems are set up safely and correctly to manufacturer specifications.					
	5) Faulty products and product delivery problems are promptly and accurately identified.					
	6) Faults are promptly corrected or reported to the appropriate person.					
Element 2 – Operate and maintain beer reticulation systems						
	1) Beer reticulation systems are correctly operated and cleaned in accordance with manufacturer instructions.					
	2) Safety procedures regarding handling, connecting and storing of gas are strictly followed.					

Element 3 – Use and maintain refrigeration systems						
	1) Refrigerator temperatures are measured accurately and adjusted to comply with product requirements.					
	2) Refrigerator seals and catches are maintained to manufacturer specification.					
	3) Refrigerator vents, coils and filters are cleaned to manufacturer standards.					
	4) Walk-in alarm are set and re-set when required and to manufacturer specification.					
	5) Basic mechanical faults are recognized and immediately repaired, or reported in accordance with enterprise procedures.					
Element 4 – Monitor quality of cellar products						
	1) Quality of cellar products is regularly tested and faults identified.					
	2) Adjustments are made within scope of individual responsibility or faults are reported to the appropriate person.					
	3) Follow up action is taken to ensure faults are rectified.					
	4) Bin and keg card systems are used to assist in monitoring the quality of products and controlling stock.					
	5) Cellar is kept tidy, clean and free from litter.					
	6) Cellar temperature is monitored.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 3.02.06.05 - OPERATE CELLAR SYSTEM

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

ASSESSMENT FILE
APEC SS 3.02.07.05 – COMPLETE LIQUOR RETAIL SERVICE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Complete liquor sales 1) Customers are advised on different types of products available. 2) Liquor sales are promptly processed. 3) Customer order forms, invoices and receipts are accurately completed. 4) Point of sale equipment is operated according to design specifications. 5) Customer delivery requirements are identified and accurately processed. 6) Adequate supplies of dockets, vouchers and point of sale documents are maintained.</p> <p>Element 2 – Wrap and pack goods 1) Adequate supplies of wrapping or bags are maintained. 2) Merchandise is wrapped neatly and effectively where required. 3) Items are safely packed to avoid damage in transfer. 4) Transfer of merchandise for parcel pick-up or other delivery methods is arranged if required.</p> <p>Element 3 – Minimize theft 1) Appropriate action is taken to minimize theft by applying enterprise security procedures. 2) Merchandise is matched to correct price tags. 3) Surveillance is maintained in accordance with enterprise policy. 4) Security of stock, cash and equipment in regard to customers, staff and outside contractors is maintained in accordance with enterprise policy. 5) Suspicious behavior by customers is observed and dealt with in accordance with enterprise policy.</p> <p>Element 4 – Merchandise goods 1) Merchandise is unpacked and placed in appropriate location. 2) Merchandise is displayed to achieve balances fully stocked appearance and promote sales in accordance with enterprise procedures and safety requirements. 3) Special promotion areas are reset and dismantled at the appropriate time. 4) Display areas are kept clean and tidy. 5) Stock is rotated in accordance with enterprise procedures. 6) Labels and tickets are prepared in accordance with enterprise procedures. 7) Ticketing equipment is used, maintained and stored in accordance with enterprise procedures. 8) Correct pricing and information is maintained on merchandise.</p>	<p>UNIT VARIABLES Point of sales equipment may be manual or electronic.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated capacity to: a. correctly operate point of sales equipment; b. apply security procedures within the bottle shop environment; c. knowledge on product range sold in the shop. 2) Underpinning knowledge and skills include: a. relevant legislation in the sale of alcohol; b. relevant legislation in pricing and ticketing of retail goods; c. types of alcoholic beverages and their features; d. principles of display merchandising; e. security procedures for bottle shop operations.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

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02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.02.07.05 - COMPLETE LIQUOR RETAIL SALES
05	Results of Assessment	

06	Comments & Feedback	
07	Name of Assessor	
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.02.07.05 - COMPLETE LIQUOR RETAIL SALES

Name of Candidate :
Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Complete liquor sales						
	1) Customers are advised on different types of products available.					
	2) Liquor sales are promptly processed.					
	3) Customer order forms, invoices and receipts are accurately completed.					
	4) Point of sale equipment is operated according to design specifications.					
	5) Customer delivery requirements are identified and accurately processed.					
	6) Adequate supplies of dockets, vouchers and point of sale documents are maintained.					
Element 2 – Wrap and pack goods						
	1) Adequate supplies of wrapping or bags are maintained.					
	2) Merchandise is wrapped neatly and effectively where required.					
	3) Items are safely packed to avoid damage in transfer.					
	4) Transfer of merchandise for parcel pick-up or other delivery methods is arranged if required.					
Element 3 – Minimize theft						
	1) Appropriate action is taken to minimize theft by applying enterprise security procedures.					
	2) Merchandise is matched to correct price tags.					
	3) Surveillance is maintained in accordance with enterprise policy.					
	4) Security of stock, cash and equipment in regard to customers, staff and outside contractors is maintained in accordance with enterprise policy.					
	5) Suspicious behavior by customers is observed and dealt with in accordance with enterprise policy.					
Element 4 – Merchandise goods						
	1) Merchandise is unpacked and placed in appropriate location.					

2) Merchandise is displayed to achieve balances fully stocked appearance and promote sales in accordance with enterprise procedures and safety requirements.					
3) Special promotion areas are reset and dismantled at the appropriate time.					
4) Display areas are kept clean and tidy.					
5) Stock is rotated in accordance with enterprise procedures.					
6) Labels and tickets are prepared in accordance with enterprise procedures.					
7) Ticketing equipment is used, maintained and stored in accordance with enterprise procedures.					
8) Correct pricing and information is maintained on merchandise.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.02.07.05 - COMPLETE LIQUOR RETAIL SALES

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.02.08.05 – PROVIDE ROOM SERVICE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
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<p>Element 1 – Take and process room service orders</p> <p>1) The telephone is answered promptly and courteously in accordance with enterprise procedures and customer service standards. 2) The customer’s name is checked and used in interaction. 3) Details of order are clarified, repeated and checked with the guest. 4) Suggestive selling techniques are used. 5) Approximate time for delivery is advised to customer. 6) Orders are accurately recorded and the information is checked. 7) Door knob docketts are correctly interpreted. 8) Where necessary, orders are promptly transferred to the appropriate location for preparation.</p> <p>Element 2 – Set up trays and trolleys</p> <p>1) Food and beverage items are correctly prepared for service. 2) General room service equipment is prepared for use. 3) Trays and trolleys are set up in accordance with enterprise standards for a range of meals including breakfast, lunch, dinner, compliments, and special requests. 4) Correct and sufficient service equipment is selected and checked for cleanliness and damage. 5) Trays and trolleys are set up so that they are balanced, safe and attractively presented. 6) All food items and beverages are collected promptly and in the right order. 7) Orders and trays are checked before leaving the kitchen and before entering the guest room.</p> <p>Element 3 – Present room service meals and beverages</p> <p>1) Rooms are approached and guests greeted in accordance with enterprise service standards. 2) Customers are consulted about where trays or trolley should be placed in the room and advised of potential hazards. 3) Trays and trolleys are placed safely and conveniently. 4) Furniture is correctly positioned where required. 5) Meals and beverages are correctly served and placed if required by the customer and in accordance with enterprise procedures.</p> <p>Element 4 – Present room service accounts</p> <p>1) The customer’s account is checked for accuracy and presented in accordance with enterprise procedures. 2) Cash payments received are presented to the cashier. 3) Charge accounts are presented to the guests for signing and charged to the account.</p> <p>Element 5 – Clear Room Service area</p> <p>1) Floors are checked and promptly cleared of used room service trolleys and trays. 2) Trays and trolleys are returned to the room service area and dismantled /cleaned in accordance with enterprise procedures. 3) Equipment and FB items are re-stocked in accordance with enterprise procedures.</p>	<p>UNIT VARIABLES</p> <p>This unit applies to all kinds of premises where room service is provided.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated capacity to: a. correctly set up and present a range of room service meals as appropriate to the workplace; b. knowledge of room service procedures and hygiene requirements.</p> <p>2) Underpinning knowledge and skills include: a. room service procedures, typical set-ups for room service trays and/or trolleys, and related OHS issues.</p>
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Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.02.08.05 - PROVIDE ROOM SERVICE
05	Results of Assessment	
06	Comments & Feedback	

07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.02.08.05 - PROVIDE ROOM SERVICE

Name of Candidate :

Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Take and process room service orders						
	1) The telephone is answered promptly and courteously in accordance with enterprise procedures and customer service standards.					
	2) The customer's name is checked and used in interaction.					
	3) Details of order are clarified, repeated and checked with the guest.					
	4) Suggestive selling techniques are used.					
	5) Approximate time for delivery is advised to customer.					
	6) Orders are accurately recorded and the information is checked.					
	7) Door knob docketts are correctly interpreted.					
	8) Where necessary, orders are promptly transferred to the appropriate location for preparation.					
Element 2 – Set up trays and trolleys						
	1) Food and beverage items are correctly prepared for service.					
	2) General room service equipment is prepared for use.					
	3) Trays and trolleys are set up in accordance with enterprise standards for a range of meals including breakfast, lunch, dinner, compliments, and special requests.					
	4) Correct and sufficient service equipment is selected and checked for cleanliness and damage.					
	5) Trays and trolleys are set up so that they area balanced, safe and attractively presented.					
	6) All food items and beverages are collected promptly and in the right order.					
	7) Orders and trays are checked before leaving the kitchen and before entering the guest room.					
Element 3 – Present room service meals and beverages						
	1) Rooms are approached and guests greeted in accordance with enterprise service standards.					
	2) Customers are consulted about where trays or trolley should be placed in the room and					

	advised of potential hazards.					
	3) Trays and trolleys are placed safely and conveniently.					
	4) Furniture is correctly positioned where required.					
	5) Meals and beverages are correctly served and placed if required by the customer and in accordance with enterprise procedures.					
Element 4 – Present room service accounts						
	1) The customers account is checked for accuracy and presented in accordance with enterprise procedures.					
	2) Cash payments received are presented to the cashier.					
	3) Charge accounts are presented to the guests for signing and charged to the account.					
Element 5 – Clear Room Service area						
	1) Floors are checked and promptly cleared of used room service trolleys and trays.					
	2) Trays and trolleys are returned to the room service area and dismantled /cleaned in accordance with enterprise procedures.					
	3) Equipment and FB items are re-stocked in accordance with enterprise procedures.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.02.08.05 - PROVIDE ROOM SERVICE

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

ASSESSMENT FILE

APEC SS 3.02.09.05 – PROVIDE RESPONSIBLE SERVICE OF ALCOHOL

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify customers to whom service may be refused 1) Customers to whom service may be refused are identified and the appropriate action is taken. 2) Where appropriate proof of age is requested and obtained prior to service.</p> <p>Element 2 – Prepare and serve alcoholic beverages 1) Standard drinks are prepared and served. 2) Requests for drinks which exceed standard limits are politely declined and customers advised on reasons for refusal. 3) When requested, accurate advice is given to customers on alcoholic beverages in accordance with enterprise policy and government regulations including: types, strengths, standard drinks, restrictions of use, effects. 4) Service to intoxicated customers is refused in a suitable and consistent manner, minimizing possible confrontations and arguments.</p> <p>Element 3 – Assist customers to drink within appropriate limits 1) Customers are courteously and diplomatically encouraged to drink within appropriate limits. 2) Where appropriate food and non alcoholic beverages are offered.</p> <p>Element 4 – Assist alcohol affected customers 1) Intoxication levels of customers are assessed using a number of methods including: observation of changes in behavior, monitoring noise levels, and monitoring of drink orders. 2) Assistance is politely offered to intoxicated customers including: organizing transport for customers wishing to leave; offering non-alcoholic drinks; and assisting customers to leave. 3) Difficult situations are referred to the appropriate person. 4) Situation which pose a threat to safety or security of colleagues, customers or property are promptly identified and assistance is sought from appropriate colleagues.</p>	<p>UNIT VARIABLES Action taken to intoxicated persons is according to enterprise procedures and/or the level of responsibility of the individual staff members.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated understanding of relevant legislation and principles of responsible service of alcohol. 2) Underpinning knowledge and skills include: a. major requirements for Liquor Legislation and Regulations; b. reasons for implementation of responsible service of alcohols; c. knowledge of standard drinks; d. effect of drinking alcohol on emotional state, health, pregnancies, and physical alertness; e. factors affecting individuals to alcohol such as gender, weight, metabolic rates, hormone cycles, other drugs taken simultaneously; f. ways of assessing intoxication in customers; g. provisions to requiring customer to leave the premises.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.02.09.05 - PROVIDE RESPONSIBLE SERVICE OF ALCOHOL
05	Results of Assessment	
06	Comments & Feedback	

07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.02.09.05 - PROVIDE RESPONSIBLE SERVICE OF ALCOHOL

Name of Candidate :

Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Identify customers to whom service may be refused						
	1) Customers to whom service may be refused are identified and the appropriate action is taken.					
	2) Where appropriate proof of age is requested and obtained prior to service.					
Element 2 – Prepare and serve alcoholic beverages						
	1) Standard drinks are prepared and served.					
	2) Requests for drinks which exceed standard limits are politely declined and customers advised on reasons for refusal.					
	3) When requested, accurate advice is given to customers on alcoholic beverages in accordance with enterprise policy and government regulations including: types, strengths, standard drinks, restrictions of use, effects.					
	4) Service to intoxicated customers is refused in a suitable and consistent manner, minimizing possible confrontations and arguments.					
Element 3 – Assist customers to drink within appropriate limits						
	1) Customers are courteously and diplomatically encouraged to drink within appropriate limits.					
	2) Where appropriate food and non alcoholic beverages are offered.					
Element 4 – Assist alcohol affected customers						
	1) Intoxication levels of customers are assessed using a number of methods including: observation of changes in behavior, monitoring noise levels, and monitoring of drink orders.					
	2) Assistance is politely offered to intoxicated customers including: organizing transport for customers wishing to leave; offering non-alcoholic drinks; and assisting customers to leave.					
	3) Difficult situations are referred to the appropriate person.					
	4) Situation which pose a threat to safety or security of colleagues, customers or property are promptly identified and assistance is sought from appropriate colleagues.					

Assessment Document 3

APEC TOURISM WORKING GROUP APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.02.09.05 - PROVIDE RESPONSIBLE SERVICE OF ALCOHOL

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE

APEC SS 3.02.10.05 – PREPARE AND SERVE NON ALCOHOLIC BEVERAGES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare and serve a range of teas and coffees</p> <p>1) The name and style of coffee or tea requested is identified in response to customer requests. 2) Correct ingredients and equipment are selected and used in accordance with manufacturer specifications and enterprise practices. 3) Drinks are correctly prepared in accordance with customer requests and required timeframe. 4) Strength, taste, temperature and appearance are considered. 5) Drinks are attractively presented in appropriate crockery or glassware according to enterprise procedures.</p> <p>Element 2 – Prepare and serve cold drinks</p> <p>1) Ingredients are correctly selected. 2) Machinery and equipment is correctly selected and used according to manufacturer specifications. 3) Drink is correctly prepared according to standard recipes, customer requests within required timeframe. 4) Drinks are garnished and served attractively in</p>	<p>UNIT VARIABLES</p> <p>Equipment may include: espresso machines, grinders, percolators/urns, drip filter systems, tea pots, plungers, etc.</p> <p>Coffee methods may include: filter, Greek/Turkish, plunger, iced, espresso, etc.</p> <p>Teas may include traditional or specialty.</p> <p>Cold drinks may include: shakes, smoothies, flavored drinks, iced chocolates, juices, cordials or syrup, water, soft drinks, non alcoholic cocktails etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated capacity to:</p>

<p>appropriate manner.</p> <p>Element 3 – Use, clean and maintain equipment and machinery for non alcoholic drinks</p> <p>1) Machinery and equipment are safely used according to manufacturer specifications and hygiene/safety requirements. 2) Machinery and equipment are regularly cleaned and maintained according to manufacturer specifications and enterprise cleaning and maintenance schedule and procedures. 3) Problems are promptly identified and reported to the appropriate person.</p>	<p>prepare and serve a range of coffees, teas and non alcoholic beverages sold by the enterprise within acceptable enterprise timeframes.</p> <p>2) Underpinning knowledge and skills include: a. knowledge of origins and characteristics of a range of different types of coffees and teas; the process involved in the production and preparation of coffees and teas; storage and handling of products for making drinks.</p>
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.02.10.05 - PREPARE AND SERVE NON ALCOHOLIC BEVERAGES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.02.10.05 - PREPARE AND SERVE NON ALCOHOLIC BEVERAGES
 Name of Candidate :

Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare and serve a range of teas and coffees						
	1) The name and style of coffee or tea requested is identified in response to customer requests.					
	2) Correct ingredients and equipment are selected and used in accordance with manufacturer specifications and enterprise practices.					
	3) Drinks are correctly prepared in accordance with customer requests and required timeframe.					
	4) Strength, taste, temperature and appearance are considered.					
	5) Drinks are attractively presented in appropriate crockery or glassware according to enterprise procedures.					
Element 2 – Prepare and serve cold drinks						
	1) Ingredients are correctly selected.					
	2) Machinery and equipment is correctly selected and used according to manufacturer specifications.					
	3) Drink is correctly prepared according to standard recipes, customer requests within required timeframe.					
	4) Drinks are garnished and served attractively in appropriate manner.					
Element 3 – Use, clean and maintain equipment and machinery for non alcoholic drinks						
	1) Machinery and equipment are safely used according to manufacturer specifications and hygiene/safety requirements.					
	2) Machinery and equipment are regularly cleaned and maintained according to manufacturer specifications and enterprise cleaning and maintenance schedule and procedures.					
	3) Problems are promptly identified and reported to the appropriate person.					

Assessment Document 3

APEC TOURISM WORKING GROUP **APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.02.10.05 - PREPARE AND SERVE NON ALCOHOLIC BEVERAGES

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.02.11.05 – DEVELOP AND UPDATE FOOD AND BEVERAGE KNOWLEDGE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Research general information on food and beverage trends</p> <p>1) Individual information needed to assist in day-to-day duties is identified and follow up. 2) Sources of information on food and beverages are correctly identified and assessed. 3) A range of methods are used to update knowledge in accordance with market trends and enterprise requirements.</p> <p>Element 2 – Share information with customers</p> <p>1) Assistance is provided to customers on selection of food and beverage items. 2) Advice is offered on appropriate combinations of food and beverages when appropriate. 3) Customers questions on menus and drinks lists are courteously and correctly answered.</p>	<p>UNIT VARIABLES</p> <p>This unit applies to all kinds of premises indoor and outdoor.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include capacity to: a. demonstrate general knowledge of food and beverage as appropriate to the workplace; b. update and maintain current and relevant knowledge and its application in the workplace.</p> <p>2) Underpinning knowledge and skills include: a. commonly prepared dishes; b. traditional accompaniments; c. service styles for different types of food; d. compatibility of common food and beverage items; e. specific food safety issues.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	

04	Unit Assessed	APEC SS 3.02.11.05 - DEVELOP AND UPDATE FOOD & BEVERAGE KNOWLEDGE
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.02.11.05 - DEVELOP AND UPDATE FOOD & BEVERAGE KNOWLEDGE

Name of Candidate :
 Name of Assessor/s :

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** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Research general information on food and beverage trends						
	1) Individual information needed to assist in day-to-day duties is identified and follow up.					
	2) Sources of information on food and beverages are correctly identified and assessed.					
	3) A range of methods are used to update knowledge in accordance with market trends and enterprise requirements.					
Element 2 – Share information with customers						
	1) Assistance is provided to customers on selection of food and beverage items.					
	2) Advice is offered on appropriate combinations of food and beverages when appropriate.					
	3) Customers questions on menus and drinks lists are courteously and correctly answered.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

APEC TOURISM WORKING GROUP**APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standards Development – Stage IV**

EMPOWER Associates, Consultant

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.02.11.05 - DEVELOP AND UPDATE FOOD & BEVERAGE KNOWLEDGE

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE**APEC SS 3.02.12.05 – PROVIDE SPECIALIST ADVICE ON FOOD**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Advise on menu items 1) Assistance in making food selections is courteously offered to customers. 2) Options and possible variations are offered to customers where appropriate. 3) Where appropriate, methods of cooking and different culinary styles are discussed with customers clearly and simply.</p> <p>Element 2 – Contribute to menu development 1) Content of menus is planned in consultation with appropriate kitchen staff. 2) Menu suggestions are balanced in terms of food cost and variety and reflect the type of enterprise and regional location. 3) Customers feed back and preferences are considered in the menu development process. 4) Where appropriate consultation is undertaken with those responsible for the development of wine lists. 5) Menus are developed to ensure required profit margin is obtained for the enterprise. 6) Format and design of menus are clear, accurate and appropriate to enterprise needs.</p> <p>Element 3 – Update specialist food knowledge 1) Informal and formal research and observation are used to access current, accurate and relevant information about food. 2) Trends in customer needs are identified based on direct contact and workplace experience. 3) General trends in the food market are identified and information is applied to the workplace.</p>	<p>UNIT VARIABLES Informal and formal research/observation may include: talking to chefs and cooks; talking to product suppliers; reading general and trade media; attending food shows; attending food tasting; browsing internet websites. Types of food for knowledge may include: appetizers, soups, meat & fish, vegetables, sweets, snacks, cheeses, fruits, salads, sauces, pre-packaged, new trends</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated knowledge to update and maintain current and relevant knowledge of food and to apply that knowledge to the workplace. 2) Underpinning knowledge and skills include: a. methods of food preparation and production; b. cultural and dietary issues and operations; c. major suppliers; d. accompaniments & garnishes; e. presentation styles; f. service styles; compatibility with wines and other beverages.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP
 APEC SKILL STANDARD (APEC SS)
 2005**

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.02.12.05 - PROVIDE SPECIALIST ADVICE ON FOOD
05	Results of Assessment	
06	Comments & Feedback	
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Assessment Document 2

**APEC TOURISM WORKING GROUP
 APEC SKILL STANDARD
 2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.02.12.05 - PROVIDE SPECIALIST ADVICE ON FOOD

Name of Candidate :
 Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	

Element 1 – Advise on menu items							
	1) Assistance in making food selections is courteously offered to customers.						
	2) Options and possible variations are offered to customers where appropriate.						
	3) Where appropriate, methods of cooking and different culinary styles are discussed with customers clearly and simply.						
Element 2 – Contribute to menu development							
	1) Content of menus is planned in consultation with appropriate kitchen staff.						
	2) Menu suggestions are balanced in terms of food cost and variety and reflect the type of enterprise and regional location.						
	3) Customers feed back and preferences are considered in the menu development process.						
	4) Where appropriate consultation is undertaken with those responsible for the development of wine lists.						
	5) Menus are developed to ensure required profit margin is obtained for the enterprise.						
	6) Format and design of menus are clear, accurate and appropriate to enterprise needs.						
Element 3 – Update specialist food knowledge							
	1) Informal and formal research and observation are used to access current, accurate and relevant information about food.						
	2) Trends in customer needs are identified based on direct contact and workplace experience.						
	3) General trends in the food market are identified and information is applied to the workplace.						

Assessment Document 3

APEC TOURISM WORKING GROUP **APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.02.12.05 - PROVIDE SPECIALIST ADVICE ON FOOD

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

<p>ASSESSMENT FILE</p> <p>APEC SS 3.02.13.05 – PROVIDE SPECIALIST WINE SERVICE</p>
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ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Advise customers on local and imported wines 1) Assistance with making wine selections is courteously offered to customers. 2) Specific advice is offered on the compatibility of different wines for menu items. 3) Correct and current information about different wine options is provided. 4) Where appropriate, styles and production methods are discussed with customers clearly and simply.</p> <p>Element 2 – Evaluate wines 1) Wines are evaluated using accepted sensory evaluation techniques, including: a. color, appearance, and other sight variables; b. aroma, bouquet and odor; c. taste and mouth feel. 2) Wine evaluations are used to enhance the quality of information provided to customers and to inform wine selections. 3) Impaired wine quality is promptly recognized and appropriate action is taken.</p> <p>Element 3 – Develop wine lists 1) Discussions are held with appropriate kitchen staff to obtain information on menu items. 2) Wines selected take account of compatibility with menu items. 3) Wine lists are balanced to ensure appropriate selection in terms of prices, regional representation, and the size/nature of the enterprise. 4) Wine lists are developed to ensure required profit margin is obtained for the enterprise. 5) Format and design of wine lists are clear, accurate and appropriate to enterprise needs.</p> <p>Element 4 – Store and handle wines 1) Wines are correctly stored at recommended temperature and humidity. 2) Sediments are controlled in the storage and transportation of wines. 3) Wine quality issues are identified and correctly acted upon.</p> <p>Element 5 – Update wine knowledge 1) Informal and formal research/observation is used to access current, accurate and relevant information about wines. 2) Trends in customer needs are identified based on direct contact and workplace experience. 3) General trends in the wine market are identified and information applied to the workplace.</p>	<p>UNIT VARIABLES Informal and formal research/observation may include: talking to chefs and cooks; talking to product suppliers; reading general and trade media; attending food shows; attending food tasting; browsing internet websites. Wines may include wines from France, Italy, Germany, Spain, Portugal, Other European countries, North and South America, Australia, New Zealand, and local wines.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated capacity to detailed knowledge of wines and ability to update and maintain current and relevant knowledge of wines and its application to the workplace. 2) Underpinning knowledge and skills include: a. compatibility of different wines to various food types; b. sensory evaluation techniques for wines; c. history and trends of the wine industry; d. characteristics of different wines and production methods; e. major wine variations; industry research skills.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

<p>1. APEC SS ASSESSMENT COVER SHEET</p>

NO	ITEMS	DESCRIPTION

01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.02.13.05 - PROVIDE SPACIALIST WINE SERVICE
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.02.13.05 - PROVIDE SPACIALIST WINE SERVICE

Name of Candidate :
Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Advise customers on local and imported wines						
	1) Assistance with making wine selections is courteously offered to customers.					
	2) Specific advice is offered on the compatibility of different wines for menu items.					
	3) Correct and current information about different wine options is provided.					
	4) Where appropriate, styles and production methods are discussed with customers clearly and simply.					
Element 2 – Evaluate wines						
	1) Wines are evaluated using accepted sensory evaluation techniques, including: a. color, appearance, and other sight variables; b. aroma, bouquet and odor; c. taste and mouth feel.					
	2) Wine evaluations are used to enhance the quality of information provided to customers and to inform wine selections.					

	3) Impaired wine quality is promptly recognized and appropriate action is taken.					
Element 3 – Develop wine lists						
	1) Discussions are held with appropriate kitchen staff to obtain information on menu items.					
	2) Wines selected take account of compatibility with menu items.					
	3) Wine lists are balanced to ensure appropriate selection in terms of prices, regional representation, and the size/nature of the enterprise.					
	4) Wine lists are developed to ensure required profit margin is obtained for the enterprise.					
	5) Format and design of wine lists are clear, accurate and appropriate to enterprise needs.					
Element 4 – Store and handle wines						
	1) Wines are correctly stored at recommended temperature and humidity.					
	2) Sediments are controlled in the storage and transportation of wines.					
	3) Wine quality issues are identified and correctly acted upon.					
Element 5 – Update wine knowledge						
	1) Informal and formal research/observation is used to access current, accurate and relevant information about wines.					
	2) Trends in customer needs are identified based on direct contact and workplace experience.					
	3) General trends in the wine market are identified and information applied to the workplace.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.02.13.05 - PROVIDE SPACIALIST WINE SERVICE

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

ASSESSMENT FILE
APEC SS 3.02.14.05 – PREPARE AND SERVE COCKTAILS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Promote cocktails to customers 1) Customers are encouraged to order cocktails in accordance with enterprise policy. 2) Display materials are used to promote cocktails. 3) Customers are courteously offered accurate information about the range and styles of cocktails.</p> <p>Element 2 – Prepare cocktails 1) Cocktail glassware and equipment is correctly selected and used according to enterprise and industry standards. 2) Cocktails are correctly and efficiently made according to recipes including those which are blended, shaken, stirred, built, and floated. 3) Eye appeal, texture, flavor and required temperature are considered in the preparation. 4) Options for new cocktail recipes are explored and developed according to enterprise policy.</p> <p>Element 3 – Present cocktails 1) Cocktails are attractively presented and eye appeal is maximized. 2) Wastage and spillage are avoided.</p>	<p>UNIT VARIABLES Cocktails equipment may include: shakers, jugs, stirrers & swizzles, blenders, ice crushers, glass chillers, cleaning equipment, bar towels etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated underpinning skills and knowledge: a. safe cocktail preparation; b. a range of the most popular traditional recipes; c. the typical alcoholic ingredients of cocktails; d. the typical non-alcoholic ingredients of cocktails; e. the range and variety of cocktail glassware; f. the range and variety of cocktail making equipment; g. the range and variety of presentation methods; h. the origins, nature and characteristics of spirits & liqueurs and vermouth, bitters and fortified wines. 2) Evidence should include demonstrated ability to correctly prepare and present standard cocktails within acceptable enterprise range and timelines.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.02.14.05 - PREPARE AND SERVE COCKTAILS
05	Results of Assessment	
06	Comments & Feedback	

07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.02.14.05 - PREPARE AND SERVE COCKTAILS

Name of Candidate :

Name of Assessor/s :

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** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Promote cocktails to customers						
	1) Customers are encouraged to order cocktails in accordance with enterprise policy.					
	2) Display materials are used to promote cocktails.					
	3) Customers are courteously offered accurate information about the range and styles of cocktails.					
Element 2 – Prepare cocktails						
	1) Cocktail glassware and equipment is correctly selected and used according to enterprise and industry standards.					
	2) Cocktails are correctly and efficiently made according to recipes including those which are blended, shaken, stirred, built, and floated.					
	3) Eye appeal, texture, flavor and required temperature are considered in the preparation.					
	4) Options for new cocktail recipes are explored and developed according to enterprise policy.					
Element 3 – Present cocktails						
	1) Cocktails are attractively presented and eye appeal is maximized.					
	2) Wastage and spillage are avoided.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.02.14.05 - PREPARE AND SERVE COCKTAILS

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.02.15.05 – PROVIDE GUERIDON SERVICE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare and maintain GUERIDON trolleys and equipment</p> <p>1) Trolleys are stocked and displayed correctly with clean equipment, utensils and linen. 2) Equipment is polished and cleaned according to enterprise standards and hygiene requirements. 3) Food and alcohol ingredients are selected according to the menu and service requirements. 4) Ingredients are examined for quality and condition prior to display on the trolley. 5) Foods are presented and displayed effectively using their colors, varieties and shapes to attract the attention of the customers. 6) Promotional materials are used appropriately for customers to view. 7) Trolleys are positioned appropriately for customers to view. 8) Trolleys are cleared and cleaned hygienically at the appropriate time.</p> <p>Element 2 – Recommend and sell foods and dishes to customers</p> <p>1) Dish names are correctly explained to customers, using appropriate language, terminology and pronunciation, to assist them in selecting the food. 2) The nature and features of GUERIDON service are explained to customers in clear and simple language. 3) Ingredients of dishes and preparation methods are correctly named, explained and shown to customers to assist them in making selections.</p> <p>Element 3 – Prepare and serve food</p> <p>1) GUERIDON food dishes are correctly prepared to standard recipes according to hygiene and safety procedures. 2) Accompaniments and finishing ingredients are correctly prepared. 3) Customers are involved in the preparation process and invited to select ingredients, choose the finishing method and determine the size of portions.</p>	<p>UNIT VARIABLES</p> <p>Food and alcohol items may include: meat, fish, hors d’oeuvres, dessert, condiments, garnishes, dairy products, fruits, salads, sauces, wines, spirits etc.</p> <p>GUERIDON equipment may include: flatware, carving board, cooking & serving cutleries, linen, service crockery, fuel, towel for hand cleaning, lighter, burner, trolley, bowls etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include underpinning skills and knowledge in: a. the origin and purpose of GUERIDON service; b. ranges and styles of service available; c. uses and functions of trolleys and equipment; d. GUERIDON cooking/carving techniques for all major food groups and menu items; e. display techniques; f. specific hygienic and safety issues to GUERIDON service.</p> <p>2) Evidence should include demonstrated ability to prepare and serve a range of foods from the GUERIDON trolley including the preparation of entrees, main courses, accompaniments, desserts, cheeses and beverages.</p> <p>3) Evidence should also include safety and hygienic use of equipment according to manufacturer instructions; and trolley display and set up should meet enterprise standards and requirements.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP
 APEC SKILL STANDARD (APEC SS)
 2005**

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.02.15.05 - PROVIDE GUERIDON SERVICE
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
 APEC SKILL STANDARD
 2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.02.15.05 - PROVIDE GUERIDON SERVICE

Name of Candidate :
 Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	

APEC TOURISM WORKING GROUP**APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standards Development – Stage IV**

EMPOWER Associates, Consultant

Element 1 – Prepare and maintain GUERIDON trolleys and equipment						
	1) Trolleys are stocked and displayed correctly with clean equipment, utensils and linen.					
	2) Equipment is polished and cleaned according to enterprise standards and hygiene requirements.					
	3) Food and alcohol ingredients are selected according to the menu and service requirements.					
	4) Ingredients are examined for quality and condition prior to display on the trolley.					
	5) Foods are presented and displayed effectively using their colors, varieties and shapes to attract the attention of the customers.					
	6) Promotional materials are used appropriately for customers to view.					
	7) Trolleys are positioned appropriately for customers to view.					
	8) Trolleys are cleared and cleaned hygienically at the appropriate time.					
Element 2 – Recommend and sell foods and dishes to customers						
	1) Dish names are correctly explained to customers, using appropriate language, terminology and pronunciation, to assist them in selecting the food.					
	2) The nature and features of GUERIDON service are explained to customers in clear and simple language.					
	3) Ingredients of dishes and preparation methods are correctly named, explained and shown to customers to assist them in making selections.					
Element 3 – Prepare and serve food						
	1) GUERIDON food dishes are correctly prepared to standard recipes according to hygiene and safety procedures.					
	2) Accompaniments and finishing ingredients are correctly prepared.					
	3) Customers are involved in the preparation process and invited to select ingredients, choose the finishing method and determine the size of portions.					

Assessment Document 3**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD****VALIDITY OF ASSESSMENT SHEET**

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APEC SS 3.02.15.05 - PROVIDE GUERIDON SERVICE

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)**COMPETENT / NOT YET COMPETENT**

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.02.16.05 – PROVIDE SILVER SERVICE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare table for Silver Service 1) Tables are prepared to silver service standard with the appropriate equipment and menu for given menus. 2) Tables are set to silver service standard with the appropriate crockery, cutlery, glassware and silverware. 3) Cutlery on the table is changed at the appropriate time to suit the customer's choice of meal.</p> <p>Element 2 – Work in cooperation with kitchen staff 1) Liaison with kitchen staff is established to ensure correct preparation, presentation and timing of meals. 2) An appropriate relationship between the Chef and the serving staff is established to ensure silver service standard is effectively maintained.</p> <p>Element 3 – Use silver techniques to serve meals 1) Utensils and equipment are correctly selected to silver service standards. 2) Servers are correctly balanced and positioned appropriately at the table for silver service. 3) Food items including specialist dishes are correctly served using the appropriate silver service techniques. 4) Food and condiments are portioned and placed correctly based on advice from kitchen or head waiter. 5) Hot dishes are handled carefully and advice is provided to customers.</p>	<p>UNIT VARIABLES This unit applies to all kinds of premises indoor and outdoor.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated capacity to: a. correctly prepare for silver service and use silver service techniques to serve a range of meals, including entrees, main courses, accompaniments, desserts, and cheeses. Evidence should also include knowledge of the importance of timing in silver service. 2) Underpinning knowledge and skills include: a. product knowledge in relation to silver service offerings as appropriate to the enterprise; b. special issues affecting delivery and coordination of silver service standard; c. silver service equipment and set ups; d. knowledge of silver service techniques for all types of food; e. safety and hygiene issues related to silver service.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.02.16.05 - PROVIDE SILVER SERVICE
05	Results of	

	Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.02.16.05 - PROVIDE SILVER SERVICE

Name of Candidate :
 Name of Assessor/s :

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** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare table for Silver Service						
	1) Tables are prepared to silver service standard with the appropriate equipment and menu for given menus.					
	2) Tables are set to silver service standard with the appropriate crockery, cutlery, glassware and silverware.					
	3) Cutlery on the table is changed at the appropriate time to suit the customer's choice of meal.					
Element 2 – Work in cooperation with kitchen staff						
	1) Liaison with kitchen staff is established to ensure correct preparation, presentation and timing of meals.					
	2) An appropriate relationship between the Chef and the serving staff is established to ensure silver service standard is effectively maintained.					
Element 3 – Use silver techniques to serve meals						
	1) Utensils and equipment are correctly selected to silver service standards.					
	2) Servers are correctly balanced and positioned appropriately at the table for silver service.					
	3) Food items including specialist dishes are correctly served using the appropriate silver service techniques.					
	4) Food and condiments are portioned and placed correctly based on advice from kitchen or head waiter.					
	5) Hot dishes are handled carefully and advice is provided to customers.					

Assessment Document 3

APEC TOURISM WORKING GROUP APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.02.16.05 - PROVIDE SILVER SERVICE

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE

APEC SS 3.02.17.05 – DESIGN A SMALL FB OUTLET

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Conduct research</p> <p>1) Front and back of the house design requirements and considerations for the specific food are analyzed. 2) Front and back of the house areas are designed for efficient operational and functional work flows. 3) Market information is collected, analyzed and utilized in marketing considerations. 3) Information on varying service styles and systems are assessed. 4) Information on staffing requirements is obtained and assessed. 5) Information on control and financial systems are obtained, analyzed prior to selecting the system most suitable for the intended operation.</p> <p>Element 2 – Design and plan project</p> <p>1) Designs are made to take into consideration the following factors: a. menu items; b. guests and staff facilities and the way facilities will be utilized; c. service styles and systems; d. furniture, fixture and equipment, e. future eventualities and flexibility of operation; f. management structures and the appropriate space requirements. 2) Health, hygiene and OHS requirements are incorporated in all designed areas. 3) Work flows are planned for efficient operation. 4) Required support services and utilities are identified and</p>	<p>UNIT VARIABLES</p> <p>A small scale project may include opening a small FB outlet or an extension to established business.</p> <p>ASSESSMENT GUIDE*:</p> <p>1) Evidence should include knowledge and skills in OHS regulation, environmental requirements, taxation requirements, insurance</p>

<p>incorporated in the design.</p> <p>Element 3 – Develop budget</p> <p>1) Expenses for the business is correctly and meticulously identified and calculated. 2) Current and valid prices for materials and labor costs are obtained. 3) Add-on costs are estimated. 4) Contingencies are correctly and accurately incorporated. 5) Revenues to be generated are correctly and meticulously identified and calculated. 6) Estimated return on investment is correctly and meticulously calculated and incorporated into the report. 7) Deviation to the estimated budget is correctly identified and calculated.</p> <p>Element 4 – Develop marketing plan</p> <p>1) Formal and informal market research / observation are conducted to determine marketing strategy. 2) A marketing plan is developed. 3) Marketing and sales budget is accurately calculated to achieve balanced operations. 4) Menu engineering and revenue management systems are incorporated for profitable operation.</p> <p>Element 5 – Develop operational system</p> <p>1) An operational plan to run the business is developed. 2) Suitable book keeping system and records are developed according to established practice. 3) Suitable filing and administrative procedures are developed according to established practice. 4) Suitable financial system is developed according to established practice. 5) Financial and operational control system is developed according to established practice.</p> <p>Element 6 –Develop organization structure</p> <p>1) An organizational structure is established according to the products and services, and operational and marketing activities. 2) Efficient estimated staff to run the business is identified. 3) Staff requirement and qualification specifications are detailed. 4) Job description for each staff is efficiently established. 5) Cost of personnel is efficiently calculated. 6) Sources of staff for recruitment are identified. 7) Recruitment and selection system is established and implemented. 8) Appropriate training and induction program is planned.</p> <p>Element 7 – Comply with legal requirements</p> <p>1) Relevant permits and regulations for the products and services are identified. 2) Relevant business records, legal documentation, business name and license are registered according to legislative requirements. 3) Operation and process comply with relevant legislation and industrial requirements.</p> <p>Element 8 – Prepare tender documents</p> <p>1) When applicable the plan is documented and put to tender using appropriate methods. 2) When tender is opened, three submissions are reviewed for assessment. 3) Results are followed up accordingly.</p>	<p>legislation, etc.</p> <p>2) Evidence should also include knowledge of a restaurant business, menu systems, equipment/furniture/fixture for FB operation.</p> <p>2) Underpinning skills and knowledge include: business planning principles, basic accounting/bookkeeping procedures, filing system, staffing principles, principles of planning, impacts of external and internal factors to business, and communication and leadership skills.</p>
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.02.17.05 / IDEM APEC TOSS 3.05.xx.05 - DESIGN A SMALL FB OUTLET*
05	Results of Assessment	

06	Comments & Feedback	
07	Name of Assessor	
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.02.17.05 / IDEM APEC TOSS 3.05.xx.05 - DESIGN A SMALL FB OUTLET*

Name of Candidate :
Name of Assessor/s :

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*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Conduct research						
	1) Front and back of the house design requirements and considerations for the specific food are analyzed.					
	2) Front and back of the house areas are designed for efficient operational and functional work flows.					
	3) Market information is collected, analyzed and utilized in marketing considerations.					
	3) Information on varying service styles and systems are assessed.					
	4) Information on staffing requirements is obtained and assessed.					
	5) Information on control and financial systems are obtained, analyzed prior to selecting the system most suitable for the intended operation.					
Element 2 – Design and plan project						
	1) Designs are made to take into consideration the following factors: a. menu items; b. guests and staff facilities and the way facilities will be utilized; c. service styles and systems; d. furniture, fixture and equipment, e. future eventualities and flexibility of operation; f. management structures and the appropriate space requirements.					
	2) Health, hygiene and OHS requirements are incorporated in all designed areas.					
	3) Work flows are planned for efficient operation.					
	4) Required support services and utilities are identified and incorporated in the design.					
Element 3 – Develop budget						
	1) Expenses for the business is correctly and meticulously identified and calculated.					
	2) Current and valid prices for materials and labor costs are obtained.					
	3) Add-on costs are estimated.					
	4) Contingencies are correctly and accurately incorporated.					

	5) Revenues to be generated are correctly and meticulously identified and calculated.					
	6) Estimated return on investment is correctly and meticulously calculated and incorporated into the report.					
	7) Deviation to the estimated budget is correctly identified and calculated.					
Element 4 – Develop marketing plan						
	1) Formal and informal market research / observation are conducted to determine marketing strategy.					
	2) A marketing plan is developed.					
	3) Marketing and sales budget is accurately calculated to achieve balanced operations.					
	4) Menu engineering and revenue management systems are incorporated for profitable operation.					
Element 5 – Develop operational system						
	1) An operational plan to run the business is developed.					
	2) Suitable book keeping system and records are developed according to established practice.					
	3) Suitable filing and administrative procedures are developed according to established practice.					
	4) Suitable financial system is developed according to established practice.					
	5) Financial and operational control system is developed according to established practice.					
Element 6 –Develop organization structure						
	1) An organizational structure is established according to the products and services, and operational and marketing activities.					
	2) Efficient estimated staff to run the business is identified.					
	3) Staff requirement and qualification specifications are detailed.					
	4) Job description for each staff is efficiently established.					
	5) Cost of personnel is efficiently calculated.					
	6) Sources of staff for recruitment are identified.					
	7) Recruitment and selection system is established and implemented.					
	8) Appropriate training and induction program is planned.					
Element 7 – Comply with legal requirements						
	1) Relevant permits and regulations for the products and services are identified.					
	2) Relevant business records, legal documentation, business name and license are registered according to legislative requirements.					
	3) Operation and process comply with relevant legislation and industrial requirements.					
Element 8 – Prepare tender documents						
	1) When applicable the plan is documented and put to tender using appropriate methods.					
	2) When tender is opened, three submissions are reviewed for assessment.					
	3) Results are followed up accordingly.					

Assessment Document 3

APEC TOURISM WORKING GROUP

APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.02.17.05 / IDEM APEC TOSS 3.05.xx.05 - DESIGN A SMALL FB OUTLET*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

ASSESSMENT MATERIALS
APEC SKILL STANDARD UNITS
2005

<p>ASSESSMENT FILE BY UNITS CHAPTER 3.03. – FRONT OFFICE (10 Units)</p>
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SUMMARY OF UNITS

Unit code	Unit Name	Elmts	Total PC
3.03.01.05	Receive and process reservations (idem 4.02.xx.05)	4	4+6+2+2 = 14
3.03.02.05	Provide accommodation reception services	4	6+8+8+3 = 25
3.03.03.05	Maintain financial records (idem 2.02.xx.05)	2	6+4 = 10
3.03.04.05	Process financial transactions (idem 2.02.xx.05)	2	7+8 = 15
3.03.05.05	Audit financial transactions (idem 2.02.xx.05)	2	6+2 = 8
3.03.06.05	Provide club reception services	2	5+5 = 10
3.03.07.05	Provide concierge services	3	5+4+3 = 12
3.03.08.05	Operate a computerized reservation system (idem 2.02.xx.05 / 4.02.xx.05)	3	2+4+2 = 8
3.03.09.05	Maintain product information inventory (idem 2.01.xx.05 / 4.02.xx.05)	4	2+2+3+3 = 10
3.03.10.05	Administer refunds settlement (idem 2.02.xx.05 / 4.02.xx.05)	2	5+3 = 8
	Total 10 units	28	120

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.03.01.05 / 4.02.xx.05 – RECEIVE AND PROCESS RESERVATIONS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Receive reservation requests 1) Availability of requested reservation is correctly determined and politely advised to all customers. 2) Alternatives are offered when the requested booking is not available including wait list options. 3) Information and advice about the enterprise products, facilities and services is pro-actively offered. 4) Inquiries regarding costs and other product features are accurately answered.</p> <p>Element 2 – Record details of reservation 1) Customers profile is checked and information used to assist in making the reservation and to enhance customer service. 3) Special requests are recorded clearly and accurately in accordance with enterprise requirements. 4) Payment details are accurately recorded. 5) Details is completed and agreed with customer. 6) Reservation is completed and filed in a manner which ensures easy access and interpretation by others.</p> <p>Element 3 – Update reservations 1) Payments received are accurately recorded and processed according to enterprise procedures. 2) Cancellations and alterations to reservations are accurately recorded in accordance with customer request and enterprise procedures.</p> <p>Element 4 – Advise others on reservation details 1) Appropriate departments and colleagues are advised on general and specific requirements and reservation details of the customer. 2) Relevant reservation statistics are compiled accurately on request.</p>	<p>UNIT VARIABLES Reservations may be manual or computerized. Customers may be industry customers, end-users, individuals, groups, VIPs or conference/meeting delegates. Reservations may be made by phone, facsimile, mail, face-to-face or internet. General and specific customer requirements/reservation details may include: special requests, timing details, special needs, payment arrangements, detailed information on customer profile, details of other service to be used.</p> <p>ASSESSMENT GUIDE 1) Evidence of skills and knowledge is required: a. Product knowledge as appropriate; b. principles which underpin reservation procedures. 2) Evidence should include demonstrated ability to: a. make reservations according to established systems and procedures within acceptable timeframes; b. application of communication skills. 3) Relations between types of guests and the industry.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.03.01.05 / APEC SS 4.02.xx.05 - RECEIVE AND PROCESS RESERVATIONS
05	Results of Assessment	
06	Comments &	

	Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.03.01.05 / APEC SS 4.02.xx.05 - RECEIVE AND PROCESS RESERVATIONS

Name of Candidate :

Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Receive reservation requests						
	1) Availability of requested reservation is correctly determined and politely advised to all customers.					
	2) Alternatives are offered when the requested booking is not available including wait list options.					
	3) Information and advice about the enterprise products, facilities and services is pro-actively offered.					
	4) Inquiries regarding costs and other product features are accurately answered.					
Element 2 – Record details of reservation						
	1) Customers profile is checked and information used to assist in making the reservation and to enhance customer service.					
	3) Special requests are recorded clearly and accurately in accordance with enterprise requirements.					
	4) Payment details are accurately recorded.					
	5) Details is completed and agreed with customer.					
	6) Reservation is completed and filed in a manner which ensures easy access and interpretation by others.					
Element 3 – Update reservations						
	1) Payments received are accurately recorded and processed according to enterprise procedures.					
	2) Cancellations and alterations to reservations are accurately recorded in accordance with customer request and enterprise procedures.					
Element 4 – Advise others on reservation details						
	1) Appropriate departments and colleagues are advised on general and specific requirements and reservation details of the customer.					

2) Relevant reservation statistics are compiled accurately on request.				
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Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.03.01.05 / APEC SS 4.02.xx.05 - RECEIVE AND PROCESS RESERVATIONS

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.03.02.05 – PROVIDE ACCOMMODATION RECEPTION SERVICES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare for guest arrivals</p> <p>1) Reception area is prepared for service and all equipment is checked prior to use. 2) Daily arrival details are checked and reviewed prior to guest arrival. 3) Rooms are allotted according to guests' requirements and enterprise policy. 4) Uncertain arrivals for reservations are followed up according to enterprise policy. 5) Arrival lists are accurately completed and distributed to relevant departments. 6) Colleagues and other departments are informed about special situations or request in a timely manner.</p> <p>Element 2 – Welcome and register guests</p> <p>1) Guests are welcome warmly and courteously. 2) Details of reservations are confirmed with guest. 3) Information and advice about enterprise facilities and services is pro-actively offered. 4) Registration</p>	<p>UNIT VARIABLES</p> <p>Front office system may be manual or computerized.</p> <p>Arrivals and departures may be for individuals or groups.</p> <p>Front office records and reports may include: occupancy reports, arrival and departure lists, and lost and</p>

<p>procedures for guests with and without reservations are correctly followed and completed within acceptable timeframes according to enterprise security procedures. 5) Accounting procedures are correctly followed. 6) Details relating to room key, guest mail, messages and safety deposit facilities are clearly explained to guest. 7) Where rooms are not immediately available or overbooking occurred, enterprise procedures are correctly followed and inconveniences to guests is minimized. 8) Arrivals are monitored and checked against expected arrivals and deviations reported according to enterprise procedures.</p> <p>Element 3 – Organize guest departures</p> <p>1) Departure lists are reviewed and checked for accuracy. 2) Information on departing guests is sought from other departments to facilitate preparation of account. 3) Guest accounts are generated and checked for accuracy. 4) Guest accounts are clearly and courteously explained to guests and accurately processed. 5) Keys are recovered from guest and correctly processed. 6) Guest request for assistance with departure are courteously acted upon and referred to the appropriate department for follow up. 7) Where appropriate, express check-out is processed according to enterprise procedures. 8) Where appropriate, procedures for group check out are correctly followed and accounts processed according to enterprise procedures.</p> <p>Element 4 – Prepare front office records and reports</p> <p>1) Front office records are accurately updated and prepared within designated timelines. 2) Enterprise policy for room charges, no shows, extension, and early/late departures are correctly followed. 3) Reports and records are distributed to appropriate departments within designated timelines.</p>	<p>found information, etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated capacity to accurately and correctly follow guest arrival and departure procedures within acceptable timeframes.</p> <p>2) Underpinning knowledge and skills include: a. check in and check out procedures for groups and individuals; b. typical documentation received and issued; c. range of front office reporting requirements; d. front office security systems; e. relationship between hotels and other tourism industry sub-sectors and their impact to front office operations.</p>
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.03.02.05 - PROVIDE ACCOMMODATION RECEPTION SERVICES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.03.02.05 - PROVIDE ACCOMMODATION RECEPTION SERVICES

Name of Candidate :
Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare for guest arrivals						
	1) Reception area is prepared for service and all equipment is checked prior to use.					
	2) Daily arrival details are checked and reviewed prior to guess arrival.					
	3) Rooms are allotted according to guests' requirements and enterprise policy.					
	4) Uncertain arrivals for reservations are followed u according to enterprise policy.					
	5) Arrival lists are accurately completed and distributed to relevant departments.					
	6) Colleagues and other departments are informed about special situations or request in a timely manner.					
Element 2 – Welcome and register guests						
	1) Guests are welcome warmly and courteously.					
	2) Details of reservations are confirmed with guest.					
	3) Information and advice about enterprise facilities and services is pro-actively offered.					
	4) Registration procedures for guests with and without reservations are correctly followed and completed within acceptable timeframes according to enterprise security procedures.					
	5) Accounting procedures are correctly followed.					
	6) Details relating to room key, guest mail, messages and safety deposit facilities are clearly explained to guest.					
	7) Where rooms are not immediately available or overbooking occurred, enterprise procedures are correctly followed and inconveniences to guests is minimized.					
	8) Arrivals are monitored and checked against expected arrivals and deviations reported according to enterprise procedures.					
Element 3 – Organize guest departures						
	1) Departure lists are reviewed and checked for accuracy.					
	2) Information on departing guests is sought from other departments to facilitate preparation of account.					
	3) Guest accounts are generated and checked for accuracy.					
	4) Guest accounts are clearly and courteously explained to guests and accurately processed.					
	5) Keys are recovered from guest and correctly processed.					
	6) Guest request for assistance with departure are courteously acted upon and referred to the appropriate department for follow up.					
	7) Where appropriate, express check-out is processed according to enterprise procedures.					
	8) Where appropriate, procedures for group check out are correctly followed and accounts processed according to enterprise procedures.					
Element 4 – Prepare front office records and reports						
	1) Front office records are accurately updated and prepared within designated timelines.					

	2) Enterprise policy for room charges, no shows, extension, and early/late departures are correctly followed.						
	3) Reports and records are distributed to appropriate departments within designated timelines.						

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.03.02.05 - PROVIDE ACCOMMODATION RECEPTION SERVICES

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.03.03.05 / 2.02.xx.05 – MAINTAIN FINANCIAL RECORDS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Make journal entries</p> <p>1) The correct journal is selected for intended entry. 2) Entries to journal are accurate and correctly located. 3) Journal entries are supported with explanation and cross-referencing to support documentation. 4) Irregularities are noted and acted in out for resolution within designated timelines. 5) Journal entries are correctly authorized. 6) Source documents are correctly filed.</p>	<p>Range of variables</p> <p>Bookkeeping system may be manual or computerized. Journal entries may include cash receipts / payment, cash sales, petty cash, purchases journal, sales journal, return outwards journal, return inwards journal, main-general journal, payroll journal etc. Reconciliations may include petty cash, bank, subsidiary ledgers and control accounts, stock, etc.</p>

<p>Element 2 – Reconcile accounts</p> <p>1) Transaction documentation and account balances are accurately checked to ensure matching. 2) Discrepancies are identified, investigated or reported in accordance with level of individual responsibility. 3) Errors in documentation are rectified or reported. 4) Data is recorded on the nominated system within designated timelines.</p>	<p>Critical aspects of assessment*</p> <p>1) Ability to demonstrate competence and knowledge in bookkeeping principles and terminology and typical record keeping systems as appropriate to the industry sector. 2) Ability to maintain accurate records within acceptable enterprise timeframes and in accordance with enterprise requirements.</p>
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.03.03.05 / APEC SS 2.02.xx.05 - MAINTAIN FINANCIAL RECORDS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.03.03.05 / APEC SS 2.02.xx.05 - MAINTAIN FINANCIAL RECORDS

Name of Candidate :
 Name of Assessor/s :

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 *** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Make journal entries						
	1) The correct journal is selected for intended entry.					
	2) Entries to journal are accurate and correctly located.					
	3) Journal entries are supported with explanation and cross-referencing to support documentation.					
	4) Irregularities are noted and acted in out for resolution within designated timelines.					
	5) Journal entries are correctly authorized.					
	6) Source documents are correctly filed.					
Element 2 – Reconcile accounts						
	1) Transaction documentation and account balances are accurately checked to ensure matching.					
	2) Discrepancies are identified, investigated or reported in accordance with level of individual responsibility.					
	3) Errors in documentation are rectified or reported. 4) Data is recorded on the nominated system within designated timelines.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 3.03.03.05 / APEC SS 2.02.xx.05 - MAINTAIN FINANCIAL RECORDS

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.03.04.05 / 2.02.xx.05 – PROCESS FINANCIAL TRANSACTIONS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Process receipts and payment 1) Cash float is received and accurately checked using correct documentation. 2) Cash received is accurately checked and correct change is given. 3) Receipts are correctly prepared and issued when required. 4) Non cash transactions are processed in accordance with enterprise and financial institution procedures. 5) Transactions are correctly and promptly recorded. 6) When payments are required, documents are checked and cash is issued according to enterprise procedures. 7) All transactions are conducted in a manner which meets enterprise speed and customer service standards.</p> <p>Element 2 – Reconcile takings 1) Balancing procedures are performed at the designated times in accordance with enterprise policy. 2) Cash float is separated from takings prior to balancing procedure and secured in accordance with enterprise procedures. 3) Register/terminals reading or print-out is accurately determined where appropriate. 4) Cash and non-cash documents are removed and transported in accordance with enterprise security procedures. 5) Cash is accurately counted. 6) Non cash documents are accurately counted. 7) Balance between register/terminal reading and sum of cash and non-cash transactions is accurately determined. 8) Takings are recorded in accordance with enterprise procedures.</p>	<p>Range of variables Transactions may include credit cards, cheques, debit cards, deposits, advanced payments, vouchers, company charges, refunds, traveler cheques, foreign currency and other financial transactions.</p> <p>Critical aspects of assessment* 1) Ability to demonstrate competence and knowledge in basic numerical skills, cash counting procedures, procedures for processing non-cash transactions and security procedures for cash and other financial documentation. 2) Ability to conduct accurate and secure financial transactions within acceptable timeframes. 3) Knowledge of basic handling principles and security procedures.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.03.04.05 / APEC SS 2.02.xx.05 - PROCESS FINANCIAL TRANSACTIONS
05	Results of Assessment	
06	Comments & Feedback	

07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.03.04.05 / APEC SS 2.02.xx.05 - PROCESS FINANCIAL TRANSACTIONS

Name of Candidate :

Name of Assessor/s :

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*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Process receipts and payment						
	1) Cash float is received and accurately checked using correct documentation.					
	2) Cash received is accurately checked and correct change is given.					
	3) Receipts are correctly prepared and issued when required.					
	4) Non cash transactions are processed in accordance with enterprise and financial institution procedures.					
	5) Transactions are correctly and promptly recorded.					
	6) When payments are required, documents are checked and cash is issued according to enterprise procedures.					
	7) All transactions are conducted in a manner which meets enterprise speed and customer service standards.					
Element 2 – Reconcile takings						
	1) Balancing procedures are performed at the designated times in accordance with enterprise policy.					
	2) Cash float is separated from takings prior to balancing procedure and secured in accordance with enterprise procedures.					
	3) Register/terminals reading or print-out is accurately determined where appropriate.					
	4) Cash and non-cash documents are removed and transported in accordance with enterprise security procedures.					
	5) Cash is accurately counted.					
	6) Non cash documents are accurately counted.					
	7) Balance between register/terminal reading and sum of cash and non-cash transactions is accurately determined.					
	8) Takings are recorded in accordance with enterprise procedures.					

Assessment Document 3

APEC TOURISM WORKING GROUP APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.03.04.05 / APEC SS 2.02.xx.05 - PROCESS FINANCIAL TRANSACTIONS

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

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RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE

APEC SS 3.03.05.05 / 2.02.xx.05 – AUDIT FINANCIAL TRANSACTIONS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Monitor financial procedures</p> <p>1) Transactions are checked in accordance with enterprise procedures. 2) Transactions are accurately balanced. 3) Balances prepared by others are checked in accordance with enterprise procedures. 4) Financial systems are implemented and controlled in accordance with enterprise procedures. 5) Systems are monitored and input provided to appropriate management on possible improvements. 6) Discrepancies are identified and resolved according to level of responsibility.</p> <p>Element 2 – Complete financial reports</p> <p>1) Routine reports are accurately completed within designated timelines. 2) Reports are promptly forwarded to the appropriate person / department.</p>	<p>Range of variables</p> <p>Transactions and financial / statistical reports may relate to daily/weekly/monthly transactions and reports, break-up by department, occupancy, sales performance, commissions earnings, sales returns, commercial account activity, foreign currencies activities, all types of payment. Financial system may include petty cash, debtor control, banking procedures etc.</p> <p>Critical aspects of assessment*</p> <p>1) Ability to demonstrate competence and knowledge in typical financial control processes and procedures as appropriate to the industry, internal & external auditing and financial reporting processes, importance of auditing & reporting processes in overall enterprise financial management. 2) Ability to accurately audit and provide reports on routine financial procedures within enterprise</p>

	acceptable timeframes.
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
--

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.03.05.05 / APEC SS 2.02.xx.05 - AUDIT FINANCIAL TRANSACTIONS
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07	Name of Assessor	
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.03.05.05 / APEC SS 2.02.xx.05 - AUDIT FINANCIAL TRANSACTIONS

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Method*	PERFORMANCE CRITERIA	Assessment	***C/
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		Quality**				NYC
		V D	S F	C U	A U	
Element 1 – Monitor financial procedures						
	1) Transactions are checked in accordance with enterprise procedures.					
	2) Transactions are accurately balanced.					
	3) Balances prepared by others are checked in accordance with enterprise procedures.					
	4) Financial systems are implemented and controlled in accordance with enterprise procedures.					
	5) Systems are monitored and input provided to appropriate management on possible improvements.					
	6) Discrepancies are identified and resolved according to level of responsibility.					
Element 2 – Complete financial reports						
	1) Routine reports are accurately completed within designated timelines.					
	2) Reports are promptly forwarded to the appropriate person / department.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 3.03.05.05 / APEC SS 2.02.xx.05 - AUDIT FINANCIAL TRANSACTIONS

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES
 (General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK
 (Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :
 Candidate Signature :
 Date of Assessment :

ASSESSMENT FILE
APEC SS 3.03.06.05 – PROVIDE CLUB RECEPTION SERVICES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Provide information on club services and process membership 1) Club facilities and services are clearly explained to the public and members. 2) Membership and club rules are clearly, correctly and politely explained to the public and members. 3) Membership application forms are explained and applicants assisted in completing the forms when required. 4) Correct membership badges/cards are issued. 5) Membership records are checked to verify membership.</p> <p>Element 2 – Monitor entry to club 1) Membership badge/card is checked upon entry. 2) Guests are assisted with completion of 'sign in' according to government and enterprise requirements. 3) Members and guests are checked for compliance with dress codes and age regulation according to enterprise policy. 4) Members and guests not in compliance with dress codes and age regulation is courteously refuse for entry. 5) Disputes over entry to club are referred to security, supervisor and other relevant person according to enterprise policy.</p>	<p>UNIT VARIABLES This unit applies to all kinds of licensed clubs.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated capacity to explained club rules and to offer courteous and friendly services to members. 2) Underpinning knowledge and skills include knowledge of club and licensing laws in relation to entry requirements.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.03.06.05 - PROVIDE CLUB RECEPTION SERVICES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.03.06.05 - PROVIDE CLUB RECEPTION SERVICES

Name of Candidate :
Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Provide information on club services and process membership						
	1) Club facilities and services are clearly explained to the public and members.					
	2) Membership and club rules are clearly, correctly and politely explained to the public and members.					
	3) Membership application forms are explained and applicants assisted in completing the forms when required.					
	4) Correct membership badges/cards are issued.					
	5) Membership records are checked to verify membership.					
Element 2 – Monitor entry to club						
	1) Membership badge/card is checked upon entry.					
	2) Guests are assisted with completion of 'sign in' according to government and enterprise requirements.					
	3) Members and guests are checked for compliance with dress codes and age regulation according to enterprise policy.					
	4) Members and guests not in compliance with dress codes and age regulation is courteously refuse for entry.					
	5) Disputes over entry to club are referred to security, supervisor and other relevant person according to enterprise policy.					

Assessment Document 3

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.03.06.05 - PROVIDE CLUB RECEPTION SERVICES

Name of Candidate :
Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.03.07.05 – PROVIDE CONCIERGE SERVICE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Handle guest arrivals and departures 1) Expected daily arrivals are reviewed and special requests or major guest movements are noted and planned for. 2) Guests are welcome promptly on arrival and directed to the appropriate area for registration. 3) Guests are assisted with luggage according to enterprise policy and safety requirements. 4) Guests are escorted to rooms where appropriate. 5) Room features are courteously shown and explained to guests.</p> <p>Element 2 – Handle guest luggage 1) Guest luggage is picked up, safely transported and delivered to the correct location within appropriate timeframes. 2) Luggage storage system is correctly operated according to enterprise procedures and security requirements. 3) Luggage is accurately marked and stored to allow easy removal. 4) Luggage is correctly located within the storage system.</p> <p>Element 3 – Respond to request for concierge services 1) Concierge services are provided according to enterprise policies. 2) Requests for concierge services are promptly acted upon. 3) Liaison with colleagues in other departments is undertaken where appropriate to ensure effective response to concierge service requests.</p>	<p>UNIT VARIABLES Concierge services may include: mail, messages, wake up calls, organization of transport, luggage pick up, paging of guests, purchase of entertainment tickets, requests for flight change etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated capacity to: a. the range of services offered by the concierge; b. ability to offer courteous and friendly service to guests; c. safely handling of baggage. 2) Underpinning knowledge and skills include: a. knowledge of typical concierge services; b. safe lifting and bending; c. concierge security procedures.</p>

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APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

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APEC SS 3.03.07.05 - PROVIDE CONCIERGE SERVICE

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
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	1) Expected daily arrivals are reviewed and special requests or major guest movements are noted and planned for.					
	2) Guests are welcome promptly on arrival and directed to the appropriate area for registration.					
	3) Guests are assisted with luggage according to enterprise policy and safety requirements.					
	4) Guests are escorted to rooms where appropriate.					
	5) Room features are courteously shown and explained to guests.					
Element 2 – Handle guest luggage						
	1) Guest luggage is picked up, safely transported and delivered to the correct location within					

	appropriate timeframes.					
	2) Luggage storage system is correctly operated according to enterprise procedures and security requirements.					
	3) Luggage is accurately marked and stored to allow easy removal.					
	4) Luggage is correctly located within the storage system.					
Element 3 – Respond to request for concierge services						
	1) Concierge services are provided according to enterprise policies.					
	2) Requests for concierge services are promptly acted upon.					
	3) Liaison with colleagues in other departments is undertaken where appropriate to ensure effective response to concierge service requests.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.03.07.05 - PROVIDE CONCIERGE SERVICE

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.03.08.05 / 1.03.xx.05 / 4.02.xx.05
OPERATE A COMPUTERIZED RESERVATION SYSTEM (CRS)

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Access and use CRS information 1) CRS displays are accurately and correctly accessed and interpreted. 2) CRS features are used to access a range of information including: a. costs; b. availability; c. product information; d. product rules; e. general industry information.</p> <p>Element 2 – Process CRS status 1) New reservations or changes are accurately entered in accordance with system procedures. 2) All required details are accurately recorded. 3) Reservation status is accurately updated, amended and stored as required. 4) Where required reservation details are correctly downloaded/printed.</p> <p>Element 3 - Send and receive CRS Communications 1) Communications to industry colleagues are accurately created and processed in the CRS. 2) Communications from industry colleagues are accessed at the appropriate time and correctly interpreted.</p>	<p>UNIT VARIABLES CRS may use any available CRS</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in the role of CRS, the range and services offered by CRS, basic keyboarding skills. 2) Look for ability to correctly use the features of a CRS. 3) Look for the ability to accurately make and process reservations by CRS</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.03.08.05 / APEC SS 1.03.xx.05 / APEC SS 4.02.xx.05 - OPERATE A COMPUTERIZED RESERVATION SYSTEM

Name of Candidate :
 Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Access and use CRS information						
	1) CRS displays are accurately and correctly accessed and interpreted.					
	2) CRS features are used to access a range of information including: a. costs; b. availability; c. product information; d. product rules; e. general industry information.					
Element 2 – Process CRS status						
	1) New reservations or changes are accurately entered in accordance with system procedures.					
	2) All required details are accurately recorded.					
	3) Reservation status is accurately updated, amended and stored as required.					
	4) Where required reservation details are correctly downloaded/printed.					
Element 3 - Send and receive CRS Communications						
	1) Communications to industry colleagues are accurately created and processed in the CRS.					
	2) Communications from industry colleagues are accessed at the appropriate time and correctly interpreted.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 3.03.08.05 / APEC SS 1.03.xx.05 / APEC SS 4.02.xx.05 - OPERATE A COMPUTERIZED RESERVATION SYSTEM

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.03.09.05 / 2.01.xx.05 / 4.02.xx.05 – MAINTAIN PRODUCT INFORMATION INVENTORY

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Obtain and interpret information for inventory 1) Information to be included in inventory is obtained from internal and external colleagues at the appropriate time. 2) Information is correctly interpreted and reviewed prior to entry into inventory.</p> <p>Element 2 – Enter data into inventory system 1) Where appropriate information is accurately calculated prior to entry in accordance with enterprise procedures and commercial agreements or recheck with the person nominated for price calculation. 2) Information is correctly formatted and entered into the inventory system in accordance with enterprise procedures and commercial agreements.</p> <p>Element 3 – Update inventory 1) Inventory information is accurately updated at designated times in accordance with enterprise procedures. 2) Bookings / allotments / requests are monitored. 3) Out-of-date information is removed from the inventory within designated timelines.</p> <p>Element 4 – Provide inventory information 1) Inventory information, updates and briefings are accurately produced within designated timelines. 2) Reports and inventory information are distributed to appropriate colleagues in accordance with enterprise procedures. 3) Assistance to inventory-related matters is provided to colleagues.</p>	<p>UNIT VARIABLES Information inventory may include general information of enterprise products, company sales & marketing systems, rates / costs / tariffs, Terms and conditions of sales, special packages, sales data.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in the role of product inventories for the company and inventory procedures and systems available. 2) Ability to accurately create, update and produce reports on a product inventory system within acceptable timeframes.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

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Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.03.09.05 / APEC SS 2.01.xx.05 / APEC SS 4.02.xx.05 - MAINTAIN PRODUCT INFORMATION INVENTORY*

Name of Candidate :
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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Obtain and interpret information for inventory						
	1) Information to be included in inventory is obtained from internal and external colleagues at the appropriate time.					
	2) Information is correctly interpreted and reviewed prior to entry into inventory.					
Element 2 – Enter data into inventory system						
	1) Where appropriate information is accurately calculated prior to entry in accordance with enterprise procedures and commercial agreements or recheck with the person nominated for price calculation.					
	2) Information is correctly formatted and entered into the inventory system in accordance with enterprise procedures and commercial agreements.					
Element 3 – Update inventory						
	1) Inventory information is accurately updated at designated times in accordance with enterprise procedures.					
	2) Bookings / allotments / requests are monitored.					
	3) Out-of-date information is removed from the inventory within designated timelines.					
Element 4 – Provide inventory information						

	1) Inventory information, updates and briefings are accurately produced within designated timelines.					
	2) Reports and inventory information are distributed to appropriate colleagues in accordance with enterprise procedures.					
	3) Assistance to inventory-related matters is provided to colleagues.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 3.03.09.05 / APEC SS 2.01.xx.05 / APEC SS 4.02.xx.05 - MAINTAIN PRODUCT INFORMATION INVENTORY*

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

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Assessor/s Signature/s :

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EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.03.10.05 / APEC SS 2.02.xx.05 / APEC SS 4.02.xx.05
ADMINISTER REFUNDS SETTLEMENT

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
Element 1 – Report on sales and refunds 1) Information and documents required for BSP report is compiled at the appropriate time. 2) Documents are checked for accuracy and discrepancies identified and included in the report. 3) Document copies are correctly processed.	UNIT VARIABLES BSP procedures may change according to specific regulations (such as IATA, Consumer Association etc).

<p>4) Refund notices and refund applications are accurately completed when appropriate. 5) BSP reports are accurately produced to include all transaction details.</p> <p>Element 2 – Complete billing and settlement</p> <p>1) Payments are accurately calculated in accordance with BSP procedures and adjustment systems. 2) Discrepancies are identified and acted upon in accordance with BSP procedures. 3) Payments are made within designated timelines.</p>	<p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated capacity to: a. process BSP procedures and documentation; b. correctly apply relevant rules and regulations within acceptable enterprise timelines.</p> <p>2) Underpinning knowledge and skills include: a. knowledge of BSP procedures; b. knowledge of BSP documentation; c. relevant regulations/requirements.</p>
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APEC SKILL STANDARD (APEC SS)
2005

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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.03.10.05 / APEC SS 2.02.xx.05 / APEC SS 4.02.xx.05 - ADMINISTER REFUNDS SETTLEMENT
 Name of Candidate :

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	5) BSP reports are accurately produced to include all transaction details.					
Element 2 – Complete billing and settlement						
	1) Payments are accurately calculated in accordance with BSP procedures and adjustment systems.					
	2) Discrepancies are identified and acted upon in accordance with BSP procedures.					
	3) Payments are made within designated timelines.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 3.03.10.05 / APEC SS 2.02.xx.05 / APEC SS 4.02.xx.05 - ADMINISTER REFUNDS SETTLEMENT

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

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Assessor/s Signature/s :

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Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT MATERIALS
APEC SKILL STANDARD UNITS
2005

ASSESSMENT FILE BY UNITS
CHAPTER 3.04 - HOUSEKEEPING (06 Units)

SUMMARY OF UNITS

Unit code	Unit Name	Elmts	Total PC
3.04.01.05	Provide housekeeping services to guests	2	8+3 = 11
3.04.02.05	Clean workplace premises and equipment	3	4+6+5 = 15
3.04.03.05	Prepare rooms for guests	7	3+2+3+9+9+4+1 = 31
3.04.04.05	Launder linen	4	3+6+3+2 = 14
3.04.05.05	Provide valet service	3	3+5+7 = 15
3.04.06.05	Prepare plants for display	4	3+3+3+4 = 13
	Total 06 units	23	99

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.04.01.05 - PROVIDE HOUSEKEEPING SERVICES TO GUESTS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Handle housekeeping service requests 1) Requests are handled in a polite and friendly manner according to enterprise customer service standards and security procedures. 2) Guest is acknowledged by use of name whenever possible. 3) Details of request are confirmed and noted. 4) Where request has arisen from breakdown in room servicing, a proper apology is made. 5) Timelines for meeting the request are agreed with the guest. 6) Requested items are promptly located and delivered within agreed timelines. 7) Items for pick up are collected within agreed timelines. 8) Equipment is set up for guest when appropriate.</p> <p>Element 2 – Advise in-room and housekeeping equipment Guests are courteously advised on correct usage of equipment. 2) Malfunctions are promptly reported according to enterprise procedures and where possible, alternative arrangements are made to meet the guest needs. 3) Where appropriate a collection time is agreed.</p>	<p>UNIT VARIABLES Guest requests could be for a range of items and service may include: roll-away bed, additional pillows/blankets, irons, hairdryers, additional room supplies, additional cleaning, lost property inquiries, etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated knowledge of a range of housekeeping services/equipment and ability to offer courteous and friendly service to guests. 2) Underpinning knowledge and skills required include: a. knowledge of typical housekeeping services and procedures; b. OHSS as applied to housekeeping services.</p>

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APEC SKILL STANDARD (APEC SS)
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
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EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.04.01.05 - PROVIDE HOUSEKEEPING SERVICES TO GUESTS

Name of Candidate :
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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Handle housekeeping service requests						
	1) Requests are handled in a polite and friendly manner according to enterprise customer service standards and security procedures.					
	2) Guest is acknowledged by use of name whenever possible.					
	3) Details of request are confirmed and noted.					
	4) Where request has arisen from breakdown in room servicing, a proper apology is made.					
	5) Timelines for meeting the request are agreed with the guest.					
	6) Requested items are promptly located and delivered within agreed timelines.					
	7) Items for pick up are collected within agreed timelines.					
	8) Equipment is set up for guest when appropriate.					
Element 2 – Advise in-room and housekeeping equipment						
	1) Guests are courteously advised on correct usage of equipment.					
	2) Malfunctions are promptly reported according to enterprise procedures and where possible, alternative arrangements are made to meet the guest needs.					
	3) Where appropriate a collection time is agreed.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 3.04.01.05 - PROVIDE HOUSEKEEPING SERVICES TO GUESTS

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 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.04.02.05 - CLEAN WORKPLACE AND EQUIPMENT

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Select and set up equipment 1) Equipment is selected according to type of cleaning to be undertaken. 2) All equipment is checked to be in clean and safe working condition prior to use. 3) Suitable cleaning agents and chemicals are selected and prepared in accordance with manufacturer and relevant occupational health and safety requirements. 4) Where necessary, protective clothing is selected and used.</p> <p>Element 2 – Clean dry and wet areas 1) Public areas are regularly checked for cleanliness, safety and customer comfort. 2) Areas to be cleaned is prepared and cleared of hazards. 3) Where appropriate, work area is barricaded or signed to reduce risk to colleagues and customers. 4) Correct chemicals are selected for specific areas and applied in accordance with safety procedures. 5) Equipment is correctly used. 6) Garbage and excess chemicals are disposed of in accordance with hygiene, safety and environmental legislation requirements.</p> <p>Element 3 – Maintain and store cleaning equipment and chemicals 1) Equipment is cleaned after use in accordance with manufacturer’s instructions. 2) Routine maintenance is carried out in accordance with enterprise procedures. 3) Faults are correctly identified and reported in accordance with enterprise procedures. 4) Equipment is stored in the designated area and in condition ready for re-use. 5) Chemicals are stored in accordance with health and safety requirements.</p>	<p>UNIT VARIABLES Areas for cleaning may include: bathrooms, kitchens, lounge, internal & external public areas, storage areas, bedrooms, balconies. Waste for cleaning includes blood, used condoms, human waste, broken glass, fat & oil, knives, needles & syringe, sharp objects, surgical dressings, hot pans, bones. Chemicals and equipment may include: disinfectants, pesticides, cleaning agents, cleaning cloths.</p> <p>ASSESSMENT GUIDE*: Understanding of the importance of cleaning to overall quality of service and ability to use relevant cleaning equipment and cleaning agents according to enterprise procedures.</p>

**APEC SKILL STANDARD (APEC SS)
2005**

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Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

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APEC SS 3.04.02.05 - CLEAN WORKPLACE PREMISES AND EQUIPMENT

Name of Candidate :
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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Select and set up equipment						
	1) Equipment is selected according to type of cleaning to be undertaken.					

	2) All equipment is checked to be in clean and safe working condition prior to use.					
	3) Suitable cleaning agents and chemicals are selected and prepared in accordance with manufacturer and relevant occupational health and safety requirements.					
	4) Where necessary, protective clothing is selected and used.					
Element 2 – Clean dry and wet areas						
	1) Public areas are regularly checked for cleanliness, safety and customer comfort.					
	2) Areas to be cleaned is prepared and cleared of hazards.					
	3) Where appropriate, work area is barricaded or signed to reduce risk to colleagues and customers.					
	4) Correct chemicals are selected for specific areas and applied in accordance with safety procedures.					
	5) Equipment is correctly used.					
	6) Garbage and excess chemicals are disposed of in accordance with hygiene, safety and environmental legislation requirements.					
Element 3 – Maintain and store cleaning equipment and chemicals						
	1) Equipment is cleaned after use in accordance with manufacturer’s instructions.					
	2) Routine maintenance is carried out in accordance with enterprise procedures.					
	3) Faults are correctly identified and reported in accordance with enterprise procedures.					
	4) Equipment is stored in the designated area and in condition ready for re-use.					
	5) Chemicals are stored in accordance with health and safety requirements.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.04.02.05 - CLEAN WORKPLACE PREMISES AND EQUIPMENT

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.04.03.05 - PREPARE ROOMS FOR GUESTS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Set up equipment and trolley 1) Equipment required for servicing the rooms is correctly selected and prepared for use. 2) Supplies for trolleys are accurately identified and selected or ordered in accordance with enterprise procedures. 3) Trolleys are safely loaded with adequate supplies according to enterprise procedures.</p> <p>Element 2 – Access rooms for servicing 1) Rooms requiring service are correctly identified from information supplied to housekeeping staff. 2) Rooms are accessed according to enterprise customer service standard and security procedures.</p> <p>Element 3 – Make up beds 1) Beds are stripped and mattresses, pillows and linen checked for stains and damage. 2) Stains are removed in accordance with enterprise procedures. 3) Bed linen replaced in accordance with enterprise standards and procedures.</p> <p>Element 4 – Clean and clear rooms 1) Rooms are cleaned in the correct order and with minimum disruption to guests. 2) All furniture, fixtures and fittings are cleaned and checked according to enterprise procedures and OHS guidelines. 3) All items are reset in accordance with enterprise standards. 4) Room supplies are checked, replenished or replaced according to enterprise policy and standards. 5) Pests are promptly identified and appropriate action is taken according to safety and enterprise procedures. 6) Rooms are checked for any defects and all defects are accurately reported according to enterprise procedures. 7) Damaged items are recorded according to enterprise procedures. 8) Unusual or suspicious items or occurrences are promptly reported according to enterprise procedures. 9) Guest items which have been left in vacated rooms are collected and stored according to enterprise procedures.</p> <p>Element 5 – Clean and clear bathrooms 1) Bathrooms are cleaned in the correct order and with minimum disruption to guests. 2) All furniture, fixtures and fittings are cleaned and checked according to enterprise procedures and OHS guidelines. 3) All items are reset in accordance with enterprise standards. 4) Bathroom supplies are checked, replenished or replaced according to enterprise policy and standards. 5) Pests are promptly identified and appropriate action is taken according to safety and enterprise procedures. 6) Bathrooms are checked for any defects and all defects are accurately reported according to enterprise procedures. 7) Damaged items are recorded according to enterprise procedures. 8) Unusual or suspicious items or occurrences are promptly reported according to enterprise procedures. 9) Guest items which have been left in vacated bathrooms are collected and stored according to enterprise procedures.</p> <p>Element 6 – Turn down beds (at appropriate time) 1) Rooms are accessed according to enterprise customer service standard and security procedures. 2) Beds are turned down as appropriate in a timely manner according to enterprise procedures. 3) Breakfast order form is placed in the designated location. 4) 'Goodnight items' are put in the designated location.</p> <p>Element 7 – Leave room Rooms and bathroom condition should be left according to enterprise standard.</p>	<p>UNIT VARIABLES Equipment and supplies may include: cleaning agents and vacuum cleaners, mops, brushes, wipe linens, buckets etc. Furniture, fixture and fittings may include: floor surface, mirrors & glassware, wardrobes, soft furnishings, desks, TV, telephones, light fittings, refrigerators etc. Room supplies may include: stationery, linen, bathroom supplies, enterprise promotional materials, local tourist information etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to organize and carry out the complete servicing of a guest rooms within the standard time as proper for commercial accommodation establishment. 2) Underpinning knowledge and skills required include: a. enterprise procedures in relation to presentation of guest room; b. security and safety issues for guest rooms.</p>

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.04.03.05 - PREPARE ROOMS FOR GUESTS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP APEC SKILL STANDARD 2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.04.03.05 - PREPARE ROOMS FOR GUESTS

Name of Candidate :

Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Set up equipment and trolley						
	1) Equipment required for servicing the rooms is correctly selected and prepared for use.					
	2) Supplies for trolleys are accurately identified and selected or ordered in accordance with enterprise procedures.					
	3) Trolleys are safely loaded with adequate supplies according to enterprise procedures.					
Element 2 – Access rooms for servicing						

APEC TOURISM WORKING GROUP

APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standards Development – Stage IV

EMPOWER Associates, Consultant

	1) Rooms requiring service are correctly identified from information supplied to housekeeping staff.					
	2) Rooms are accessed according to enterprise customer service standard and security procedures.					
Element 3 – Make up beds						
	1) Beds are stripped and mattresses, pillows and linen checked for stains and damage.					
	2) Stains are removed in accordance with enterprise procedures.					
	3) Bed linen replaced in accordance with enterprise standards and procedures.					
Element 4 – Clean and clear rooms						
	1) Rooms are cleaned in the correct order and with minimum disruption to guests.					
	2) All furniture, fixtures and fittings are cleaned and checked according to enterprise procedures and OHS guidelines.					
	3) All items are reset in accordance with enterprise standards.					
	4) Room supplies are checked, replenished or replaced according enterprise policy and standards.					
	5) Pests are promptly identified and appropriate action is taken according to safety and enterprise procedures.					
	6) Rooms are checked for any defects and all defects are accurately reported according to enterprise procedures.					
	7) Damaged items are recorded according to enterprise procedures.					
	8) Unusual or suspicious items or occurrences are promptly reported according to enterprise procedures.					
	9) Guest items which have been left in vacated rooms are collected and stored according to enterprise procedures.					
Element 5 – Clean and clear bathrooms						
	1) Bathrooms are cleaned in the correct order and with minimum disruption to guests.					
	2) All furniture, fixtures and fittings are cleaned and checked according to enterprise procedures and OHS guidelines.					
	3) All items are reset in accordance with enterprise standards.					
	4) Bathroom supplies are checked, replenished or replaced according to enterprise policy and standards.					
	5) Pests are promptly identified and appropriate action is taken according to safety and enterprise procedures.					
	6) Bathrooms are checked for any defects and all defects are accurately reported according to enterprise procedures.					
	7) Damaged items are recorded according to enterprise procedures.					
	8) Unusual or suspicious items or occurrences are promptly reported according to enterprise procedures.					
	9) Guest items which have been left in vacated bathrooms are collected and stored according to enterprise procedures.					
Element 6 – Turn down beds (at appropriate time)						
	1) Rooms are accessed according to enterprise customer service standard and security procedures.					
	2) Beds are turned down as appropriate in a timely manner according to enterprise procedures.					
	3) Breakfast order form is placed in the designated location.					
	4) 'Goodnight items' are put in the designated location.					
Element 7 – Leave room						
	1) Rooms and bathroom condition should be left according to enterprise standard.					

Assessment Document 3

APEC TOURISM WORKING GROUP

APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.04.03.05 - PREPARE ROOMS FOR GUESTS

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.04.04.05 - LAUNDER LINEN

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Pick up laundry items 1) Items are picked up or collected according to enterprise procedures or upon guest request. 2) Collected items are sorted according to the cleaning process required and the urgency of the process. 3) Sorted items are coded according to enterprise procedures and type of items including fibre and fabrics, dye fastness, amount and type of soilage, method of laundering etc.</p> <p>Element 2 – Process laundering 1) Laundry methods are correctly administered according to labeling coded. 2) Items for laundering are checked for stains and the correct process is applied. 3) Cleaning agents and chemicals are correctly applied according to manufacturer instructions. 4) Laundry equipment is operated according to manufacturer instructions. 5) Items are checked after laundering process to ensure quality cleaning and damaged is notified according to enterprise procedures. 6) Pressing and finishing processes are correctly carried out.</p> <p>Element 3 – Package and store items 1) Finished items are packaged according to enterprise standards. 2) Record keeping and billing procedures are correctly processed. 3) Items are stored in the designated locations for delivery or pick up.</p>	<p>UNIT VARIABLES Laundry equipment may include: washers, dryers, irons, steam presses, dry cleaners, sorting basket & shelf, coding labels etc. Washroom tasks may include: sorting, washing, drying, folding, ironing, steam pressing, mending, soil removing, etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to: a. correctly assess the suitable process for different types of laundry and to safely operate laundry equipment; b. the complete laundering process should be done within enterprise acceptable timeframes. 2) Underpinning knowledge and skills required include: a. relevant OHS issues; b. key laundry items; c. common guest laundry issues; d. enterprise linen control procedures such as: clean for dirty, set amount, topping up, uniform</p>

Element 4 - Deliver items 1) Finished items are delivered or picked up according to agreed decision. 2) Financial transactions are processed according to enterprise procedures.	issues, condemned linen, procedures if 'shorts' are identified, etc.
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Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.04.04.05 - LAUNDER LINEN
05	Results of Assessment	
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07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.04.04.05 - LAUNDER LINEN

Name of Candidate :
 Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
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	1) Items are picked up or collected according to enterprise procedures or upon guest request.					
	2) Collected items are sorted according to the cleaning process required and the urgency of the process.					
	3) Sorted items are coded according to enterprise procedures and type of items including fiber and fabrics, dye fastness, amount and type of soilage, method of laundering etc.					
Element 2 – Process laundering						
	1) Laundry methods are correctly administered according to labeling coded.					
	2) Items for laundering are checked for stains and the correct process is applied.					
	3) Cleaning agents and chemicals are correctly applied according to manufacturer instructions.					
	4) Laundry equipment is operated according to manufacturer instructions.					
	5) Items are checked after laundering process to ensure quality cleaning and damaged is notified according to enterprise procedures.					
	6) Pressing and finishing processes are correctly carried out.					
Element 3 – Package and store items						
	1) Finished items are packaged according to enterprise standards.					
	2) Record keeping and billing procedures are correctly processed.					
	3) Items are stored in the designated locations for delivery or pick up.					
Element 4 - Deliver items						
	1) Finished items are delivered or picked up according to agreed decision.					
	2) Financial transactions are processed according to enterprise procedures.					

Assessment Document 3

APEC TOURISM WORKING GROUP **APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.04.04.05 - LAUNDER LINEN

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.05.05 - PROVIDE VALET SERVICE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Display professional valet service 1) Communication with guests is conducted in a manner which builds rapport and enhances feelings of goodwill and trust between the guest and the enterprise. 2) Knowledge of individual guest is accessed and used to enhance the relationship and the quality of the valet service offered. 3) Valet grooming and communication standards are followed according to enterprise standards and procedures.</p> <p>Element 2 – Care for guest property 1) Luggage is unpacked, stored and packed neatly according to guest instructions. 2) Guest clothes are prepared and presented ready for guest use. 3) Shoes are correctly cleaned and shined. 4) Necessary repairs, where appropriate, are correctly done or organized according to guest instruction and enterprise procedures. 5) Confidentiality is maintained regarding guest belongings and activities.</p> <p>Element 3 – Arrange service for guests 1) Information and advice about special services and benefits is pro-actively given or offered to guests. 2) Assistance is offered to guests in relation to enterprise services. 3) Services are organized taking account of the individual guest needs and request. 4) Details of all services are confirmed with the guest. 5) Where appropriate services are monitored to ensure guest needs are being met. 6) Adjustment to services is made as required. 7) Records of services provided are accurately maintained.</p>	<p>UNIT VARIABLES Services may include arrangement or organization of special functions, arrangements of excursions, restaurant / theatre / entertainment /other events booking, room service etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to: a. care for guest property; b. organize a range of special services; c. exercise enterprise communications skills appropriate for valet service; d. explain the role of valet service to the hotel industry and to the enterprise.</p> <p>2) Underpinning knowledge and skills required include: a. knowledge of the history of valet service and its current role in the hospitality industry; b. oral communications skills and etiquette in relation to building rapport; c. protocols to dealing with VIP guests.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx

02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.04.05.05 - PROVIDE VALET SERVICE
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.04.05.05 - PROVIDE VALET SERVICE

Name of Candidate :
Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Display professional valet service						
	1) Communication with guests is conducted in a manner which builds rapport and enhances feelings of goodwill and trust between the guest and the enterprise.					
	2) Knowledge of individual guest is accessed and used to enhance the relationship and the quality of the valet service offered.					
	3) Valet grooming and communication standards are followed according to enterprise standards and procedures.					
Element 2 – Care for guest property						
	1) Luggage is unpacked, stored and packed neatly according to guest instructions.					
	2) Guest clothes are prepared and presented ready for guest use.					
	3) Shoes are correctly cleaned and shined.					
	4) Necessary repairs, where appropriate, are correctly done or organized according to guest instruction and enterprise procedures.					
	5) Confidentiality is maintained regarding guest belongings and activities.					

Element 3 – Arrange service for guests						
	1) Information and advice about special services and benefits is pro-actively given or offered to guests.					
	2) Assistance is offered to guests in relation to enterprise services.					
	3) Services are organized taking account of the individual guest needs and request.					
	4) Details of all services are confirmed with the guest.					
	5) Where appropriate services are monitored to ensure guest needs are being met.					
	6) Adjustment to services is made as required.					
	7) Records of services provided are accurately maintained.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 3.04.05.05 - PROVIDE VALET SERVICE

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.04.06.05 - PREPARE PLANTS FOR DISPLAY

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
Element 1 – Design plant displays	UNIT VARIABLES

<p>1) Site / location is analyzed for aesthetic, environmental and physical attributes. 2) Display plan is prepared according to organization guidelines. 3) Type of plants is identified to reach desired aesthetic effects.</p> <p>Element 2 – Select plants</p> <p>1) Plants selected are selected according to plan and should be healthy, vigorous and balance in variety. 2) Number and size of plants selected are according to display plan. 3) Plants selected for display should survive the length of time required and display position.</p> <p>Element 3 – Place plants</p> <p>1) Plants are placed in pattern specified by the plan. 2) Accessories / materials chosen are as specified in the plan. 3) Display in completed to achieve the organization aesthetic standard.</p> <p>Element 4 – Maintain plants</p> <p>1) Plants are observed for health qualities according to published data, supplier specifications, and self experience. 2) Plants are fertilized and watered to maintain optimum health and appearance. 3) Plants are replaced when no longer at optimum health and appearance. 4) Rubbish, litter and decaying materials are removed from plants, pots, and surrounds to maintain appearance of display at organization standard.</p>	<p>Plants display may include: annual bedding display, herbaceous perennial displays, indoor presentations, etc. Parameters for analysis may include light, air, humidity, desired effect, nature of event, duration of display, size of display, etc.</p> <p>Plant characteristics may include color, texture, size, species, longevity etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated ability to: a. plan reading and interpretation; b. acceptance of judgment and accountability; c. plant nomenclature and identification; d. communication skills; e. working as part of a team; f. interpersonal skills; g. different fertilizer application techniques; h. design skills.</p> <p>2) Underpinning knowledge and skills required include: a. plant culture and maintenance; b. plant biology; c. long and short nutria-coats; d. plant performance and requirements; e. plant establishment and after care.</p>
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.04.06.05 - PREPARE PLANTS FOR DISPLAY
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.04.06.05 - PREPARE PLANTS FOR DISPLAY

Name of Candidate :
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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Design plant displays						
	1) Site / location is analyzed for aesthetic, environmental and physical attributes.					
	2) Display plan is prepared according to organization guidelines.					
	3) Type of plants is identified to reach desired aesthetic effects.					
Element 2 – Select plants						
	1) Plants selected are selected according to plan and should be healthy, vigorous and balance in variety.					
	2) Number and size of plants selected are according to display plan.					
	3) Plants selected for display should survive the length of time required and display position.					
Element 3 – Place plants						
	1) Plants are placed in pattern specified by the plan.					
	2) Accessories / materials chosen are as specified in the plan.					
	3) Display in completed to achieve the organization aesthetic standard.					
Element 4 – Maintain plants						
	1) Plants are observed for health qualities according to published data, supplier specifications, and self experience.					
	2) Plants are fertilized and watered to maintain optimum health and appearance.					
	3) Plants are replaced when no longer at optimum health and appearance.					
	4) Rubbish, litter and decaying materials are removed from plants, pots, and surrounds to maintain appearance of display at organization standard.					

Assessment Document 3

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.04.06.05 - PREPARE PLANTS FOR DISPLAY

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

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RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

ASSESSMENT MATERIALS
APEC SKILL STANDARD UNITS
2005

CHAPTER 3.05 - COOKERY / FOOD PRODUCTION (34 Units)

SUMMARY OF UNITS

Unit code	Unit Name	Elmts	Total PC
3.05.01.05	Organize and prepare food	4	1+2+5+1 = 9
3.05.02.05	Present food	3	2+4+2 = 8
3.05.03.05	Receive and store stock	3	3+4+6 = 13
3.05.04.05	Sanitize and clean premises	3	4+3+2 = 9
3.05.05.05	Use basic methods of cookeries	2	2+4 = 6
3.05.06.05	Prepare appetizers and salads	4	3+4+1+1 = 9
3.05.07.05	Prepare sandwiches	3	4+1=1 = 6
3.05.08.05	Prepare stocks and sauces	3	2+3+1 = 6
3.05.09.05	Prepare soups	3	1+4+1 = 6
3.05.10.05	Prepare vegetables, eggs and farinaceous dishes	4	4+3+4+1 = 12
3.05.11.05	Prepare and cook poultry and game	3	2+4+4 = 10
3.05.12.05	Prepare and cook seafood	4	6+4+1+3 = 14
3.05.13.05	Identify and prepare meat	5	3+2+3+1+3 = 12
3.05.14.05	Prepare hot and cold desserts	5	3+2+2+2+2 = 11
3.05.15.05	Prepare pastry, cakes and yeast goods	3	1+1+2 = 4
3.05.16.05	Plan and prepare foods for buffets	4	3+4+1+1 = 9
3.05.17.05	Implement food safety procedures	3	1+1+6 = 8
3.05.18.05	Prepare diet based and preserved foods	3	3+4+2 = 9
3.05.19.05	Plan and control menu based catering (IDEM 3.06.xx.05)	3	3+4+1 = 8
3.05.20.05	Organize bulk cooking operations	4	4+4+5+3 = 16
3.05.21.05	Organize food service operations	3	4+3+1 = 8
3.05.22.05	Prepare pates and terrines	3	2+3+2 = 8
3.05.23.05	Plan, prepare and display buffet	4	2+4+2+2 = 10
3.05.24.05	Prepare portion controlled meat cuts	4	2+3+2+2 = 9
3.05.25.05	Handle and serve cheese	4	3+2+3+3 = 11
3.05.26.05	Prepare food according to specific dietary and cultural needs	3	6+4+2 = 12
3.05.27.05	Develop menus to meet special cultural and dietary needs	3	2+7+4 = 13
3.05.28.05	Select, prepare and serve specialized food items	5	2+3+2+1+3 = 11
3.05.29.05	Select, prepare and serve specialist cuisine	6	2+2+2+1+1+2 = 10
3.05.30.05	Monitor catering revenues and costs	4	3+3+3+2 = 11

APEC TOURISM WORKING GROUP**APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standards Development – Stage IV**

EMPOWER Associates, Consultant

3.05.31.05	Establish and maintain food quality control	3	$3+1+1 = 5$
3.05.32.05	Develop a food safety plan	4	$4+13+5+6 = 28$
3.05.33.05	Prepare and produce cooking paste	5	$3+2+2+3+3 = 13$
3.05.34.05	Design menus to meet market needs	3	$2+1+4 = 7$
	TOTAL 34 Units	111	341

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.01.05 - ORGANIZE AND PREPARE FOOD

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare equipment for use 1) Ensure that equipment is clean before use, is the correct type and size and is safely assembled and ready for use.</p> <p>Element 2 – Assemble and prepare ingredients for menu items 1) Ingredients are identified correctly according to enterprise standard recipe. 2) Ingredients are the correct quantity, type and quality and are assembled and prepared in the required form and timeframe.</p> <p>Element 3 – Prepare dairy, dry goods, fruits and vegetables 1) Food is prepared according to weight, amount or number of portions. 2) Vegetables and fruit are cleaned, peeled and/or prepared as required for menu items. 3) Dairy products are correctly handled and prepared as required for menu items. 4) Dry goods are measured, sifted where appropriate, and use as required for menu items. 5) General food is prepared as required for menu items. This includes but not limited to sandwich, garnishes, coatings and batters.</p> <p>Element 4 – Prepare meat, seafood and poultry 1) Food is prepared and portioned according to size and/or weight in the following ways: a. meat is trimmed, minced or sliced and prepared correctly; b. fish and seafood is cleaned and prepared and/or filleted correctly; c. poultry is trimmed and prepared correctly.</p>	<p>UNIT VARIABLES The term organizing and preparing food is also referred to by the French cuisine "MISE EN PLACE" and includes: a. basic preparation prior to serving food. While it may involve cooking components of a dish, it does not include the actual presentation; b. the tasks required to make a section of the kitchen ready for use.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to: a. efficiently organize and prepare a general range of food; b. a range of cooking methods. 2) Underpinning knowledge and skills required include: a. basic products and types of menus; b. hygiene and sanitation; c. OHS; d. logical and efficient workflow.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.01.05 - ORGANIZE AND PREPARE FOODS
05	Results of Assessment	

06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.01.05 - ORGANIZE AND PREPARE FOODS

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare equipment for use						
	1) Ensure that equipment is clean before use, is the correct type and size and is safely assembled and ready for use.					
Element 2 – Assemble and prepare ingredients for menu items						
	1) Ingredients are identified correctly according to enterprise standard recipe.					
	2) Ingredients are the correct quantity, type and quality and are assembled and prepared in the required form and timeframe.					
Element 3 – Prepare dairy, dry goods, fruits and vegetables						
	1) Food is prepared according to weight, amount or number of portions.					
	2) Vegetables and fruit are cleaned, peeled and/or prepared as required for menu items.					
	3) Dairy products are correctly handled and prepared as required for menu items.					
	4) Dry goods are measured, sifted where appropriate, and use as required for menu items.					
	5) General food is prepared as required for menu items. This includes but not limited to sandwich, garnishes, coatings and batters.					
Element 4 – Prepare meat, seafood and poultry						
	1) Food is prepared and portioned according to size and/or weight in the following ways: a. meat is trimmed, minced or sliced and prepared correctly; b. fish and seafood is cleaned and prepared and/or filleted correctly; c. poultry is trimmed and prepared correctly.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.05.01.05 - ORGANIZE AND PREPARE FOODS

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.02.05 - PRESENT FOOD

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare food for service 1) Foods are identified correctly for menu items. 2) Sauces and garnishes are arranged according to enterprise requirements for the specific dish.</p> <p>Element 2 – Portion and plate food 1) Sufficient supplies of clean, undamaged cookery are available at temperature appropriate to food being served. 2) Food is correctly portioned to standard recipes. 3) Food is plated without drips or spills and presented neatly and attractively to enterprise requirements for the specified dish. 4) Food to be displayed in public areas should be served at the correct temperature in an attractive manner without spills and attention given to color combination.</p> <p>Element 3 – Work in a team</p>	<p>UNIT VARIABLES This unit applies to all FB outlets.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to present food to a professional level. 2) Underpinning knowledge and skills required include: a. OHS; b. hygiene & sanitation; c. basic food</p>

1) Teamwork between all food services staff is demonstrated to ensure timely and quality service of food. 2) Kitchen routine for food service is demonstrated to maximize food quality and minimize delays.	awareness; d. logical and efficient workflow.
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Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.02.05 - PRESENT FOOD
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.02.05 - PRESENT FOOD

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare food for service						
	1) Foods are identified correctly for menu items.					
	2) Sauces and garnishes are arranged according to enterprise requirements for the specific dish.					
Element 2 – Portion and plate food						
	1) Sufficient supplies of clean, undamaged cookery are available at temperature appropriate to food being served.					
	2) Food is correctly portioned to standard recipes.					
	3) Food is plated without drips or spills and presented neatly and attractively to enterprise requirements for the specified dish.					
	4) Food to be displayed in public areas should be served at the correct temperature n an attractive manner without spills and attention given to color combination.					
Element 3 – Work in a team						
	1) Teamwork between all food services staff is demonstrated to ensure timely and quality service of food.					
	2) Kitchen routine for food service is demonstrated to maximize food quality and minimize delays.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.05.02.05 - PRESENT FOOD

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.03.05 - RECEIVE AND STORE STOCK

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 - Take delivery of stocks 1) Incoming stock is accurately checked against orders and delivery documentation in accordance with enterprise procedures. 2) Variations are accurately identified, recorded and communicated to the appropriate person. 3) Items are inspected for damage, quality, expiry dates, breakages or discrepancies, and records are made in accordance with enterprise policy.</p> <p>Element 2 – Store stock 1) All stock is promptly and safely transported to appropriate storage area without damage. 2) Stock is stored in the appropriate location within the area and in accordance with enterprise procedures. 3) Stock levels are accurately recorded in accordance with enterprise procedures. 4) Stock is labeled in accordance with enterprise procedures.</p> <p>Element 3 – Rotate and maintain stock 1) Stock is rotated in accordance with enterprise policy. 2) Stock is moved in accordance with safety and hygiene requirements. 3) Quality of stock is checked and reported. 4) Excess stock is placed in storage or disposed of in accordance with enterprise policy. 5) Stock area is maintained in accordance with enterprise and/or government requirements and problems promptly identified and reported. 6) Stock recording system is used in accordance with speed and accuracy.</p>	<p>UNIT VARIABLES Stock may include food & beverage, equipment, linen, room supplies & amenities, stationery, brochures, vouchers & tickets, souvenirs.</p> <p>ASSESSMENT GUIDE* Ability to demonstrate competence and knowledge in stock security and safety system; stock control documentation; safe lifting and handling procedures; food & beverage hazards, health and hygiene procedures when applicable.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	

04	Unit Assessed	APEC SS 3.05.03.05 / APEC SS 1.02.XX.05 - RECEIVE AND STORE STOCK
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.03.05 / APEC SS 1.02.XX.05 - RECEIVE AND STORE STOCK

Name of Candidate :
Name of Assessor/s :

C/NC= Competent or Not Yet Competent

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio;
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*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 - Take delivery of stocks					
	1) Incoming stock is accurately checked against orders and delivery documentation in accordance with enterprise procedures.					
	2) Variations are accurately identified, recorded and communicated to the appropriate person.					
	3) Items are inspected for damage, quality, expiry dates, breakages or discrepancies, and records are made in accordance with enterprise policy.					
	Element 2 – Store stock					
	1) All stock is promptly and safely transported to appropriate storage area without damage.					
	2) Stock is stored in the appropriate location within the area and in accordance with enterprise procedures.					
	3) Stock levels are accurately recorded in accordance with enterprise procedures.					
	4) Stock is labeled in accordance with enterprise procedures.					
	Element 3 – Rotate and maintain stock					

	1) Stock is rotated in accordance with enterprise policy.					
	2) Stock is moved in accordance with safety and hygiene requirements.					
	3) Quality of stock is checked and reported.					
	4) Excess stock is placed in storage or disposed of in accordance with enterprise policy.					
	5) Stock area is maintained in accordance with enterprise and/or government requirements and problems promptly identified and reported.					
	6) Stock recording system is used in accordance with speed and accuracy.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.05.03.05 / APEC SS 1.02.XX.05 - RECEIVE AND STORE STOCK

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.04.05 - SANITIZE AND CLEAN PREMISES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
Element 1 – Clean, sanitize and store equipment 1) Chemicals are correctly selected and used for safely cleaning and/or sanitizing the kitchen equipment. 2) Equipment is cleaned and/or sanitized according to manufacturer	UNIT VARIABLES This unit applies to all FB outlets.

<p>instructions and without causing damage. 3) Equipment is assembled and disassembled in a safe manner. 4) Equipment is stored safely and correctly in the correct position and area.</p> <p>Element 2 – Clean and sanitize premises</p> <p>1) Cleaning schedules are developed and / or followed. 2) Chemicals and equipment are correctly and safely used to clean and/or sanitize walls, floors, shelves and other surfaces. 3) Cleaning and/or sanitizing process is done without causing damage to health and enterprise.</p> <p>Element 3 – Handle waste and linen</p> <p>1) Waste is sorted and disposed of according to hygiene regulations and enterprise practice. 2) Linen is sorted and safely removed according to enterprise regulations.</p>	<p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated ability to efficiently and safely clean all food preparation and presentation areas and ability to know a broad range of large and small equipment.</p> <p>2) Underpinning knowledge and skills required include: a. hygiene and sanitation; b. OHS; c. types of chemicals for cleaning and sanitizing; d. logical and efficient work flow.</p>
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Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.04.05 - SANITIZED AND CLEAN PREMISES & EQUIPMENT
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.04.05 - SANITIZED AND CLEAN PREMISES & EQUIPMENT

Name of Candidate :
 Name of Assessor/s :

C/NC= Competent or Not Yet Competent

*** 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test**

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Clean, sanitize and store equipment						
	1) Chemicals are correctly selected and used for safely cleaning and/or sanitizing the kitchen equipment.					
	2) Equipment is cleaned and/or sanitized according to manufacturer instructions and without causing damage.					
	3) Equipment is assembled and disassembled in a safe manner.					
	4) Equipment is stored safely and correctly in the correct position and area.					
Element 2 – Clean and sanitize premises						
	1) Cleaning schedules are developed and / or followed.					
	2) Chemicals and equipment are correctly and safely used to clean and/or sanitize walls, floors, shelves and other surfaces.					
	3) Cleaning and/or sanitizing process is done without causing damage to health and enterprise.					
Element 3 – Handle waste and linen						
	1) Waste is sorted and disposed of according to hygiene regulations and enterprise practice.					
	2) Linen is sorted and safely removed according to enterprise regulations.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.05.04.05 - SANITIZED AND CLEAN PREMISES & EQUIPMENT

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.05.05 - USE BASIC METHODS OF COOKERY

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Select and use suitable cooking equipment</p> <p>1) Appropriate equipment is selected and used correctly for particular cooking methods. 2) Equipment is used hygienically according to manufacturer instructions.</p> <p>Element 2 – Apply suitable cookery methods</p> <p>1) Different methods of cookery are employed to prepare dishes sd required by the enterprise. 2) Cooking process is carried out in a logical, safe and sequential manner. 3) Basic culinary terms are used correctly when selecting appropriate methods of cookery. 4) Cooking methods are demonstrated to acceptable enterprise standards.</p>	<p>UNIT VARIABLES</p> <p>Equipment may include electrical/gas ranges, ovens, grills, deep fryers, salamanders, food processors, blenders, mixers, slicers, etc.</p> <p>Methods of cookery may include: boiling, poaching, braising, stewing, steaming, deep frying, shallow frying, roasting, baking, grilling, etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated ability to efficiently and safely clean all food preparation and presentation areas and a broad range of large and small equipment. 2) Underpinning knowledge and skills required include: a. organizational skills and teamwork; b. safe work practices especially in relation to bending, lifting, and using cutting equipment; c. principles of nutrition and effects of cooking to the nutrition contents of the food; d. culinary terms commonly used in the enterprise; e. principles and practices of hygiene and sanitation on personal and professional levels; f. logical and efficient work flow; g. inventory and stock control system; h. purchasing , receiving, storing, holding and issuing procedures; i. costing, yield testing and portion control.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of	

	Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.05.05 - USE BASIC METHODS OF COOKERY
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.05.05 - USE BASIC METHODS OF COOKERY

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Select and use suitable cooking equipment						
	1) Appropriate equipment is selected and used correctly for particular cooking methods.					
	2) Equipment is used hygienically according to manufacturer instructions.					
Element 2 – Apply suitable cookery methods						
	1) Different methods of cookery are employed to prepare dishes as required by the enterprise.					
	2) Cooking process is carried out in a logical, safe and sequential manner.					
	3) Basic culinary terms are used correctly when selecting appropriate methods of cookery.					
	4) Cooking methods are demonstrated to acceptable enterprise standards.					

Assessment Document 3

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.05.05.05 - USE BASIC METHODS OF COOKERY

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.06.05 - PREPARE APPETIZERS AND SALADS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare and present salads and dressing</p> <p>1) Ingredients for salads and dressing are correctly chosen to an acceptable enterprise standard. 2) A selection of salads is prepared using fresh seasonal ingredients to an acceptable enterprise standard. 3) Matching sauces and dressings are prepared to either incorporate into or accompany salads.</p> <p>Element 2 – Prepare and present a range of hotel and cold appetizers</p> <p>1) Appetizers are produced using the correct ingredients to an acceptable enterprise standard. 2) Where required, glazes are correctly selected and prepared. 3) The correct equipment is</p>	<p>UNIT VARIABLES</p> <p>Appetizers are foods to stimulate appetite. This includes a range of hot and cold dishes which can be classical or modern; varying in ethnic and culture origins; and using a variety of ingredients.</p> <p>Appetizers can also be referred to: Hors d'ouvres; Canapes, Savouries, etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated ability to efficiently and confidently prepare and present salads and to a level acceptable by the enterprise.</p>

<p>chosen to assist in the manufacturing of appetizers. 4) Quality trimming or other leftovers are productively utilized where and when appropriate.</p> <p>Element 3 – Apply preparation work flow</p> <p>1) Salads and appetizers are prepared and presented in a hygienic, logical and sequential manner within the required time frames.</p> <p>Element 4 – Store appetizers and salads</p> <p>1) Appetizers and salads are correctly stored to maintain freshness and quality.</p>	<p>2) Underpinning knowledge and skills required include: a. organization skills and teamwork; b. safe work practices in relation to bending, lifting and using knives; c. principles of nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in the enterprise; e. principles and practices of hygiene; f. logical time and efficient workflow; f. inventory and stock control system; g. principles and practices of hygiene; h. purchasing, receiving, storing holding and issuing procedures; i. costing, yield testing; and portion control; j. historical development of menus and modern trends in menus.</p>
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.06.05 - PREPARE APPETIZERS AND SALADS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.06.05 - PREPARE APPETIZERS AND SALADS

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

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*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare and present salads and dressing						
	1) Ingredients for salads and dressing are correctly chosen to an acceptable enterprise standard.					
	2) A selection of salads is prepared using fresh seasonal ingredients to an acceptable enterprise standard.					
	3) Matching sauces and dressings are prepared to either incorporate into or accompany salads.					
Element 2 – Prepare and present a range of hotel and cold appetizers						
	1) Appetizers are produced using the correct ingredients to an acceptable enterprise standard.					
	2) Where required, glazes are correctly selected and prepared.					
	3) The correct equipment is chosen to assist in the manufacturing of appetizers.					
	4) Quality trimming or other leftovers are productively utilized where and when appropriate.					
Element 3 – Apply preparation work flow						
	1) Salads and appetizers are prepared and presented in a hygienic, logical and sequential manner within the required time frames.					
Element 4 – Store appetizers and salads						
	1) Appetizers and salads are correctly stored to maintain freshness and quality.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.05.06.05 - PREPARE APPETIZERS AND SALADS

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.07.05 - PREPARE SANDWICHES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare and present a variety of sandwiches 1) Bases are selected from a range of bread types. 2) Ingredients for fillings are selected and combined so they are appropriate and compatible. 3) Sandwiches are presented using techniques of spreading, layering, piping, portioning, molding and cutting. 4) Equipment for toasting and heating is appropriately selected and correctly used.</p> <p>Element 2 – Apply organizational skills for work flow planning and preparation 1) Sandwiches are prepared and presented in a logical and sequential manner within the required time frames.</p> <p>Element 3 – Store sandwiches 1) Sandwiches are correctly stored to maintain freshness and quality.</p>	<p>UNIT VARIABLES Sandwiches may be classical or modern, hot or cold, using a variety of fillings and a variety of bread.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to efficiently and confidently prepare and present sandwiches and to a level acceptable by the enterprise. 2) Underpinning knowledge and skills required include: a. organization skills and teamwork; b. safe work practices in relation to bending, lifting and using knives; c. principles of nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in the enterprise; e. principles and practices of hygiene; f. logical time and efficient workflow; f. inventory and stock control system; g. principles and practices of hygiene; h. purchasing, receiving, storing holding and issuing procedures; i. costing, yield testing; and portion control; j. historical development of menus and modern trends in menus.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx

02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.07.05 - PREPARE SANDWICHES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.07.05 - PREPARE SANDWICHES

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare and present a variety of sandwiches						
	1) Bases are selected from a range of bread types.					
	2) Ingredients for fillings are selected and combined so they are appropriate and compatible.					
	3) Sandwiches are presented using techniques of spreading, layering, piping, portioning, molding and cutting.					
	4) Equipment for toasting and heating is appropriately selected and correctly used.					
Element 2 – Apply organizational skills for work flow planning and preparation						
	1) Sandwiches are prepared and presented in a logical and sequential manner within the					

	required time frames.					
Element 3 – Store sandwiches						
	1) Sandwiches are correctly stored to maintain freshness and quality.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.05.07.05 - PREPARE SANDWICHES

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.08.05 - PREPARE STOCKS AND SAUCES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare and store stocks, glazes and essences required in menu items</p> <p>1) Ingredients and flavoring agents are used according to standard recipe and to enterprise standards. 2) Stocks, glazes and essences are produced and stored to enterprise standards.</p> <p>Element 2 – Prepare and store sauces required in menu items</p>	<p>UNIT VARIABLES</p> <p>Stocks and sauces can include a range from varying ethnic and cultural origins.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated ability to efficiently and confidently prepare and present stock and sauces and to a level</p>

<p>1) A variety of hot and cold sauces are produced including: reduces sauces, thickened sauces, hot & cold emulsion sauces, etc. 2) Derivations from basic sauces are made. 3) A variety of thickening is used appropriately.</p> <p>Element 3 – Store and reconstitute sauces</p> <p>1) Sauces are stored correctly and reconstituted to industry standards of consistency.</p>	<p>acceptable by the enterprise.</p> <p>2) Underpinning knowledge and skills required include: a. organization skills and teamwork; b. safe work practices in relation to bending, lifting and using knives; c. principles of nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in the enterprise; e. principles and practices of hygiene; f. logical time and efficient workflow.</p>
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.08.05 - PREPARE STOCKS AND SAUCES
05	Results of Assessment	
06	Comments & Feedback	
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08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.08.05 - PREPARE STOCKS AND SAUCES

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare and store stocks, glazes and essences required in menu items						
	1) Ingredients and flavoring agents are used according to standard recipe and to enterprise standards.					
	2) Stocks, glazes and essences are produced and stored to enterprise standards.					
Element 2 – Prepare and store sauces required in menu items						
	1) A variety of hot and cold sauces are produced including: reduces sauces, thickened sauces, hot & cold emulsion sauces, etc.					
	2) Derivations from basic sauces are made.					
	3) A variety of thickening is used appropriately.					
Element 3 – Store and reconstitute sauces						
	1) Sauces are stored correctly and reconstituted to industry standards of consistency.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 3.05.08.05 - PREPARE STOCKS AND SAUCES

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

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COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

<p>ASSESSMENT FILE APEC SS 3.05.09.05 - PREPARE SOUPS</p>
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ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify and classify types of soups 1) Various types of soups are identified and classified into the following: clear, thickened, cream, puree, and miscellaneous.</p> <p>Element 2 – Prepare and store soups required in the menu 1) The correct ingredients are compiled to produce soups, including stocks and prepared garnishes. 2) A variety of soups are produced to enterprise standards. 3) Clarifying and thickening agents are used where appropriate. 4) Soups are stored correctly without compromising quality.</p> <p>Element 3 – Reconstitute soups 1) Soups are reconstituted to where necessary according to enterprise standards.</p>	<p>UNIT VARIABLES Soups can include a range from varying ethnic and cultural origins.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to efficiently and confidently prepare and present soups and to a level acceptable by the enterprise. 2) Underpinning knowledge and skills required include: a. organization skills and teamwork; b. safe work practices in relation to bending, lifting and using knives; c. principles of nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in the enterprise; e. principles and practices of hygiene; f. logical time and efficient workflow; g. inventory and stock control system; h. purchasing, receiving, storing holding and issuing procedures</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

<p>1. APEC SS ASSESSMENT COVER SHEET</p>

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03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.09.05 - PREPARE SOUPS
05	Results of Assessment	
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07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.09.05 - PREPARE SOUPS

Name of Candidate :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 – Identify and classify types of soups					
	1) Various types of soups are identified and classified into the following: clear, thickened, cream, puree, and miscellaneous.					
	Element 2 – Prepare and store soups required in the menu					
	1) The correct ingredients are compiled to produce soups, including stocks and prepared garnishes.					
	2) A variety of soups are produced to enterprise standards.					
	3) Clarifying and thickening agents are used where appropriate.					
	4) Soups are stored correctly without compromising quality.					
	Element 3 – Reconstitute soups					
	1) Soups are reconstituted to where necessary according to enterprise standards.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 3.05.09.05 - PREPARE SOUPS

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Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

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COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

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Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.10.05 - PREPARE VEGETABLES, EGGS AND FARINACEROUS DISHES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare vegetable dishes 1) Vegetables in season are chosen according to quantity, quality and price. 2) Vegetable and potato accompaniments are selected to complement and enhance menu items. 3) Where appropriate sauces and accompaniments are selected which are appropriate to be served with vegetables.</p> <p>Element 2 – Prepare farinaceous dishes 1) Varieties of farinaceous based foods are selected and prepared according to standard recipes. 2) Sauces and accompaniments are selected which are appropriate to farinaceous foods. 3) Portion control is implemented to minimize wastage.</p> <p>Element 3 – Prepare and cook dishes containing eggs 1) A variety of egg dishes are prepared and presented according to standard recipes. 2) Sauces and accompaniments are selected which are appropriate to eggs. 3) Eggs are used in a variety of culinary uses including aerating, binding, setting, coating, enriching, emulsifying, glazing, clarifying, garnishing and thickening. 4) Portion control is implemented to minimize wastage.</p>	<p>UNIT VARIABLES Vegetable is a term loosely defined to describe edible plants, in particular, specific parts which may be the following herbaceous, annual biennial or perennial plants such as: fruits, seeds, roots, tubers, bulbs, stems, leaves, flowers, etc. Recipes for egg dishes will use eggs that are between 55-65 grams, unless specifically stated. Farinaceous foods include foods from varying cultural origins made from flour or meal, or contain and/or use starch. It may include pasta, rice, polenta etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to efficiently and confidently prepare and present soups and to a level acceptable by the enterprise. Evidence should also include a detailed understanding of the classifications of vegetables, eggs, and farinaceous products. 2) Underpinning knowledge and skills required include: a. organization skills and teamwork; b. safe work practices in relation to bending, lifting and using knives; c. principles of nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in the enterprise; e. principles and practices of hygiene; f. logical time and efficient</p>

<p>Element 4 – Store vegetable, egg and farinaceous foodstuffs</p> <p>1) Fresh and processed eggs, vegetables and farinaceous foodstuffs are stored correctly according to enterprise standards.</p>	<p>workflow; f. inventory and stock control system; g. principles and practices of hygiene; h. purchasing, receiving, storing holding and issuing procedures; i. costing, yield testing; and portion control; j. historical development of menus and modern trends in menus.</p>
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Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.10.05 - PREPARE VEGETABLES, EGGS AND FARINACEOUS DISHES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.10.05 - PREPARE VEGETABLES, EGGS AND FARINACEOUS DISHES

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare vegetable dishes						
	1) Vegetables in season are chosen according to quantity, quality and price.					
	2) Vegetable and potato accompaniments are selected to complement and enhance menu items.					
	3) Where appropriate sauces and accompaniments are selected which are appropriate to be served with vegetables.					
Element 2 – Prepare farinaceous dishes						
	1) Varieties of farinaceous based foods are selected and prepared according to standard recipes.					
	2) Sauces and accompaniments are selected which are appropriate to farinaceous foods.					
	3) Portion control is implemented to minimize wastage.					
Element 3 – Prepare and cook dishes containing eggs						
	1) A variety of egg dishes are prepared and presented according to standard recipes.					
	2) Sauces and accompaniments are selected which are appropriate to eggs.					
	3) Eggs are used in a variety of culinary uses including aerating, binding, setting, coating, enriching, emulsifying, glazing, clarifying, garnishing and thickening.					
	4) Portion control is implemented to minimize wastage.					
Element 4 – Store vegetable, egg and farinaceous foodstuffs						
	1) Fresh and processed eggs, vegetables and farinaceous foodstuffs are stored correctly according to enterprise standards.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 3.05.10.05 - PREPARE VEGETABLES, EGGS AND FARINACEOUS DISHES

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC 3.05.11.05 - PREPARE AND COOK POULTRY AND GAME

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Select and purchase poultry and game 1) A variety of poultry and game are correctly identified. 2) Poultry and game are selected according to correct quality assessment and portion control.</p> <p>Element 2 – Prepare and present poultry and game 1) Preparation techniques for poultry are correctly demonstrated and used including: de-boning, stuffing, filleting, rolling or trussing, larding, etc. 2) Preparation techniques for game (where different to poultry) are correctly demonstrated and used. 3) Poultry and game are prepared and cooked according to standard recipes and enterprise standards. 4) Presentation for poultry and game is according to enterprise standard and may include carving, slicing, leaving whole etc.</p> <p>Element 3 – Handle and store poultry and game 1) Storage conditions and optimal temperature for poultry and game are mentioned. 2) Poultry and game are efficiently handled to minimize risk of food spoilage or contaminations. 3) If frozen, poultry and/or game are correctly and safely thawed. 4) High standards or hygiene practiced to minimize risk of cross contamination and food spoilage.</p>	<p>UNIT VARIABLES Poultry and game may include: a. chicken, turkey, duck, goose; b. pheasant, quail, pigeon; c. venison, boar, rabbit, hare, deer; d. buffalo and crocodile; etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to efficiently and confidently prepare and present poultry and game dishes and to a level acceptable by the enterprise. Evidence should also include a detailed understanding of the poultry and game. 2) Underpinning knowledge and skills required include: a. organization skills and teamwork; b. safe work practices in relation to bending, lifting and using knives; c. principles of nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in the enterprise; e. principles and practices of hygiene; f. logical time and efficient workflow; g. inventory and stock control system; h. principles and practices of hygiene; h. purchasing, receiving, storing holding and issuing procedures; i. costing, yield testing; and portion control; j. historical development of menus and modern trends in menus.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx

02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.11.05 - PREPARE AND COOK POULTRY AND GAME
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.11.05 - PREPARE AND COOK POULTRY AND GAME

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Select and purchase poultry and game						
	1) A variety of poultry and game are correctly identified.					
	2) Poultry and game are selected according to correct quality assessment and portion control.					
Element 2 – Prepare and present poultry and game						
	1) Preparation techniques for poultry are correctly demonstrated and used including: deboning, stuffing, filleting, rolling or trussing, larding, etc.					
	2) Preparation techniques for game (where different to poultry) are correctly demonstrated and used.					

	3) Poultry and game are prepared and cooked according to standard recipes and enterprise standards.					
	4) Presentation for poultry and game is according to enterprise standard and may include carving, slicing, leaving whole etc.					
Element 3 – Handle and store poultry and game						
	1) Storage conditions and optimal temperature for poultry and game are mentioned.					
	2) Poultry and game are efficiently handled to minimize risk of food spoilage or contaminations.					
	3) If frozen, poultry and/or game are correctly and safely thawed.					
	4) High standards or hygiene practiced to minimize risk of cross contamination and food spoilage.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.05.11.05 - PREPARE AND COOK POUTRY AND GAME

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES
 (General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK
 (Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :
 Candidate Signature :
 Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.12.05 - PREPARE AND COOK SEAFOOD

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify, select and store seafood</p> <p>1) Seafood is selected according to quality, seasonal availability and the requirements for specific menu items. 2) Yields from various types of seafood are accurately estimated. 3) Live seafood where used is maintained and killed in a non cruel and human manner. 4) Seafood is hygienically handled and stored correctly. 5) Seafood is thawed correctly to ensure maximum quality, hygiene and nutrition. Where applicable, date stamp and codes are checked to ensure quality control.</p> <p>Element 2 – Prepare and cook fish and shellfish</p> <p>1) Fish is cleaned, gutted and filleted correctly and efficiently according to enterprise standards. 2) Shellfish and other types of seafood are cleaned and prepare correctly according to enterprise standards. 3) Seafood is cooked to enterprise standards using a variety of cooking methods. 4) Accurate portion control is exercised to minimize wastage.</p> <p>Element 3 – Prepare sauces for seafood</p> <p>1) Sauces are prepared according to standard recipes and as required to accompany a menu item.</p> <p>Element 4 – Select and use plate presentation, garnishing techniques and method of service for seafood.</p> <p>1) Plate presentation and garnishing techniques are selected and used according to recipes and enterprise standards. 2) Service is carried out according to enterprise standards and methods. 3) Accurate control is exercised.</p>	<p>UNIT VARIABLES</p> <p>Seafood may include the following: fish, shellfish, mollusks, and other water based edible living organisms.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated ability to efficiently and confidently prepare and present seafood dishes and to a level acceptable by the enterprise. Evidence should also include a detailed understanding of the different classifications of sea foods.</p> <p>2) Underpinning knowledge and skills required include: a. principles of nutrition and particularly the effects of cooking on nutritional value of foods; b. culinary terms commonly used in the enterprise; c. principles and practices of hygiene; d. appearance and quality of seafood; e. seasonal availability; f. geographical location of seafood; g. local specialties; h. appropriate fish substitute; i. logical and time efficient work flow.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.12.05 - PREPARE AND COOK SEAFOOD
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review	

	Process	
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.12.05 - PREPARE AND COOK SEAFOOD

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Identify, select and store seafood						
	1) Seafood is selected according to quality, seasonal availability and the requirements for specific menu items.					
	2) Yields from various types of seafood are accurately estimated.					
	3) Live seafood where used is maintained and killed in a non cruel and human manner.					
	4) Seafood is hygienically handled and stored correctly.					
	5) Seafood is thawed correctly to ensure maximum quality, hygiene and nutrition. Where applicable, date stamp and codes are checked to ensure quality control.					
Element 2 – Prepare and cook fish and shellfish						
	1) Fish is cleaned, gutted and filleted correctly and efficiently according to enterprise standards.					
	2) Shellfish and other types of seafood are cleaned and prepare correctly according to enterprise standards.					
	3) Seafood is cooked to enterprise standards using a variety of cooking methods.					
	4) Accurate portion control is exercised to minimize wastage.					
Element 3 – Prepare sauces for seafood						
	1) Sauces are prepared according to standard recipes and as required to accompany a menu item.					
Element 4 – Select and use plate presentation, garnishing techniques and method of service for seafood.						
	1) Plate presentation and garnishing techniques are selected and used according to recipes and enterprise standards.					
	2) Service is carried out according to enterprise standards and methods.					
	3) Accurate control is exercised.					

Assessment Document 3
APEC TOURISM WORKING GROUP

APEC SKILL STANDARD

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APEC SS 3.05.12.05 - PREPARE AND COOK SEAFOOD

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

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Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE

APEC SS 3.05.13.05 - IDENTIFY AND PREPARE MEAT

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify meats</p> <p>1) Primal, secondary and portioned cuts of pork, lamb, beef and veal are identified according to established standard meat cuts. 2) Leftovers are applied and used to minimize waste and maintain quality. 3) Low cost cuts and meat products are selected when and where appropriate.</p> <p>Element 2 – Select suppliers and purchase meats</p> <p>1) The best supplier is selected with regard given to quality and price in relation to enterprise requirements and their ability to meet them. 2) Wastage is minimized through appropriate purchase and storage techniques.</p> <p>Element 3 – Prepare and present meat cuts</p> <p>1) Meat cuts are prepared to the correct portion according to the menu requirements. 2) A variety of primary, secondary and portioned meat cuts are prepared and presented to standard recipe</p>	<p>UNIT VARIABLES</p> <p>Preparation techniques include: a. boning, cutting, trimming, mincing; b. weighing, portioning; c. larding, tenderizing, rolling, trussing; d. stuffing, tying, and skewing.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated ability to efficiently and confidently prepare and present meat dishes and to a level acceptable by the enterprise. Evidence should also include a detailed understanding of the different classifications of meats.</p> <p>2) Underpinning knowledge and skills required include: a. principles and practices of aging of meat; b. storage of fresh meat; c. preparation, cooking techniques and marinade preparation suitable for a range of offal; d. characteristics of types of meat and offal including type, cut, quality, fat contents; e. characteristics of</p>

<p>specifications. 3) Suitable marinades are prepared where appropriate and used correctly with a variety of meat cuts.</p> <p>Element 4 – Identify and prepare fancy meats and offal</p> <p>1) A variety of edible offal and 'fancy meats/variety meats' is prepared according to standard recipe.</p> <p>Element 5 – Store and age meat</p> <p>1) Fresh meat and cryovac meat are stored correctly according to health regulations. 2) Fresh meat and cryovac meat are correctly aged to maintain quality and freshness. 3) Frozen meats are thawed correctly.</p>	<p>primary, secondary and portioned cuts; f. appropriate trade names and culinary terms according to established standards;</p> <p>3) Other underpinning knowledge and skills include: a. organization skills and teamwork; b. safe work practices in relation to bending, lifting and using knives; c. principles of nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in the enterprise; e. principles and practices of hygiene; f. logical time and efficient workflow; g. inventory and stock control system; h. purchasing, receiving, storing, holding and issuing procedures; i. costing, yield testing and portion control.</p>
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
--

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.13.05 - IDENTIFY AND PREPARE MEAT
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.13.05 - IDENTIFY AND PREPARE MEAT

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

*** 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test**

**** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic**

***** C= Competent; NYC= Not Yet Competent**

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Identify meats						
	1) Primal, secondary and portioned cuts of pork, lamb, beef and veal are identified according to established standard meat cuts.					
	2) Leftovers are applied and used to minimize waste and maintain quality.					
	3) Low cost cuts and meat products are selected when and where appropriate.					
Element 2 – Select suppliers and purchase meats						
	1) The best supplier is selected with regard given to quality and price in relation to enterprise requirements and their ability to meet them.					
	2) Wastage is minimized through appropriate purchase and storage techniques.					
Element 3 – Prepare and present meat cuts						
	1) Meat cuts are prepared to the correct portion according to the menu requirements.					
	2) A variety of primary, secondary and portioned meat cuts are prepared and presented to standard recipe specifications.					
	3) Suitable marinades are prepared where appropriate and used correctly with a variety of meat cuts.					
Element 4 – Identify and prepare fancy meats and offal						
	1) A variety of edible offal and 'fancy meats/variety meats' is prepared according to standard recipe.					
Element 5 – Store and age meat						
	1) Fresh meat and cryovac meat are stored correctly according to health regulations.					
	2) Fresh meat and cryovac meat are correctly aged to maintain quality and freshness.					
	3) Frozen meats are thawed correctly					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.05.13.05 - IDENTIFY AND PREPARE MEAT

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.14.05 - PREPARE HOT AND COLD DISHES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare and produce desserts 1) Ingredients are selected, measured and weighed according to recipe requirements. 2) Desserts are produced to standard or enterprise recipe and appropriate for use in a variety of menu and catering establishments. 3) A variety of ingredients are used creatively to produce innovative hot, cold and frozen desserts.</p> <p>Element 2 – Decorate, portion and present desserts 1) Desserts are decorated appropriately to enhance presentation. 2) Desserts are portioned according to enterprise standards.</p> <p>Element 3 – Prepare sweet sauces 1) A range of hot and cold sauces are produced to a desired consistency and appropriately flavored according to enterprise standards. 2) Various thickening agents suitable for sweet sauces are used according to enterprise standards. 3) Sauces are stored to retain desired characteristics.</p> <p>Element 4 – Prepare accompaniments, garnishes and decorations 1) Flavors and textures of garnishes are appropriate to complement particular desserts. 2) Accompaniments, garnishes and decorations are used to enhance taste as well as texture and balance.</p> <p>Element 5 – Store desserts 1) Desserts are stored at the appropriate temperature and under the correct conditions to maintain quality, freshness and customer appeal. 2) Packaging is appropriate for the preservation of taste, appearance and eating characteristics.</p>	<p>UNIT VARIABLES The term ‘sweets’ sometimes referred to as desserts. This includes: pudding, pies, tarts, flans, fritters; custards and creams, prepared fruits; Charlotte, Bavarois, mousses, soufflé, sabayon; meringues, crepes, omelet; sorbet, ice cream, bombe, parfait; etc.</p> <p>Sweets include foods from varying origins and may be derived from classical or contemporary recipes.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to efficiently and confidently prepare and present desserts and to a level acceptable by the enterprise. Evidence should also include a detailed understanding of the different types of desserts. 2) Underpinning knowledge and skills required include: a. organization skills and teamwork; b. safe work practices in relation to bending, lifting and using knives; c. principles of nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in the enterprise; e. principles and practices of hygiene; f. logical time and efficient workflow; g. inventory and stock control system; h. principles and practices of hygiene; h. purchasing, receiving, storing holding and issuing procedures; i. costing, yield testing; and portion control; j. historical development of menus and modern trends in menus.</p>

**APEC SKILL STANDARD (APEC SS)
 2005**

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.14.05 - PREPARE HOT AND COLD DESSERTS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
 APEC SKILL STANDARD
 2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.14.05 - PREPARE HOT AND COLD DESSERTS

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

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Method*	PERFORMANCE CRITERIA	Assessment	***C/
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		Quality**				NYC
		V D	S F	C U	A U	
Element 1 – Prepare and produce desserts						
	1) Ingredients are selected, measured and weighed according to recipe requirements.					
	2) Desserts are produced to standard or enterprise recipe and appropriate for use in a variety of menu and catering establishments.					
	3) A variety of ingredients are used creatively to produce innovative hot, cold and frozen desserts.					
Element 2 – Decorate, portion and present desserts						
	1) Desserts are decorated appropriately to enhance presentation.					
	2) Desserts are portioned according to enterprise standards.					
Element 3 – Prepare sweet sauces						
	1) A range of hot and cold sauces are produced to a desired consistency and appropriately flavored according to enterprise standards.					
	2) Various thickening agents suitable for sweet sauces are used according to enterprise standards.					
	3) Sauces are stored to retain desired characteristics.					
Element 4 – Prepare accompaniments, garnishes and decorations						
	1) Flavors and textures of garnishes are appropriate to complement particular desserts.					
	2) Accompaniments, garnishes and decorations are used to enhance taste as well as texture and balance.					
Element 5 – Store desserts						
	1) Desserts are stored at the appropriate temperature and under the correct conditions to maintain quality, freshness and customer appeal.					
	2) Packaging is appropriate for the preservation of taste, appearance and eating characteristics.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.05.14.05 - PREPARE HOT AND COLD DESSERTS

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.15.05 - PREPARE PASTRY, CAKES AND YEAST GOODS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare, decorate and present pastries 1) A variety of pastries and pastries products are produced according to enterprise standards and should include short, puff and choux pastries and products.</p> <p>Element 2 – Prepare and produce cakes and yeast goods 1) A selection of sponges, cakes and yeast based products are prepared and decorated according to standards recipes and enterprise practice.</p> <p>Element 3 – Portion and store pastry, cakes and yeast good 1) Portion control is applied to minimize wastage. 2) Cakes and pastry products are stored correctly to minimize spoilage and wastage.</p>	<p>UNIT VARIABLES Pastry, cakes and yeast goods include: short and sweet paste such as flans, tarts, etc; choux paste such as profiteroles, éclairs, etc; puff pastries such as strudel, millefeuille etc; yeast products such as bread, sweet yeast based sweets etc; sponges such as cakes etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to efficiently and confidently prepare and present pastry, cakes and yeast goods and to a level acceptable by the enterprise. Evidence should also include a detailed understanding of the different nature and handling requirements of each type of pastry, cakes and yeast goods. 2) Underpinning knowledge and skills required include: a. organization skills and teamwork; b. safe work practices in relation to bending, lifting and using knives; c. principles of nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in the enterprise; e. principles and practices of hygiene; f. logical time and efficient workflow; g. inventory and stock control system; h. nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in the enterprise; i. purchasing, receiving, storing holding and issuing procedures; j. costing, yield testing; and portion control; k. historical development of menus and modern trends in menus.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of	

	Assessment	
04	Unit Assessed	APEC SS 3.05.15.05 - PREPARE PASTRY, CAKES AND YEAST GOODS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.15.05 - PREPARE PASTRY, CAKES AND YEAST GOODS

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

*** 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test**

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***** C= Competent; NYC= Not Yet Competent**

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare, decorate and present pastries						
	1) A variety of pastries and pastries products are produced according to enterprise standards and should include short, puff and choux pastries and products.					
Element 2 – Prepare and produce cakes and yeast goods						
	1) A selection of sponges, cakes and yeast based products are prepared and decorated according to standards recipes and enterprise practice.					
Element 3 – Portion and store pastry, cakes and yeast good						
	1) Portion control is applied to minimize wastage.					
	2) Cakes and pastry products are stored correctly to minimize spoilage and wastage.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.05.15.05 - PREPARE PASTRY, CAKES AND YEAST GOODS

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.16.05 - PLAN AND PREPARE FOODS FOR BUFFET

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Plan buffet lay out 1) The buffet is planned according to instructions by enterprise and/or customer requirements. 2) Buffet cost is calculated according to enterprise reporting requirements. 3) Where practicable a variety of buffet center pieces and decorations are organized.</p> <p>Element 2 – Prepare and produce foods for buffets 1) Appropriate methods of cookery for buffet production are used to prepare meats, poultry, seafood and other foods groups. 2) Where practicable buffet items are glazed with aspic/gelatin preparations to acceptable enterprise standards. 3) Sauces and garnishes suitable for buffet food items are produced. 4) Portion control is applied to minimize wastage and maximize profit.</p> <p>Element 3 – Prepare and produce sweets for buffets 1) Sweets suitable for buffet presentations are prepared and produced using standard recipes.</p> <p>Element 4 – Store buffet items</p>	<p>UNIT VARIABLES Buffet can include foods from varying origins and may also derived from classical or contemporary recipes. Buffet foods may be in conjunction with buffet for functions, breakfast, lunch, dinner, high-tea etc. Buffet foods may include: selections of hot and cold dishes; glazed foods, galantine, forcemeats; meats, poultry, fish, small goods, salads; desserts and pastry items (hot & cold); etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to efficiently and confidently prepare and present foods intended for buffet and to a level acceptable by the enterprise. Evidence should also include a detailed understanding of the different nature and handling requirements of each type of foods as appropriate. 2) Underpinning knowledge and skills required include: a. principles nutrition and particularly the effects of cooking on nutritional value of foods; b. culinary terms commonly used in the enterprise; c. recognition of quality; d. nutrition and particularly the effects of cooking on nutritional value of foods; e. principles and practices of hygiene; f. logical time and</p>

1) Buffet items are hygienically and correctly stored before and after buffet service, at a safe temperature.	efficient workflow; g. commodity knowledge of ingredients; g. cooking skills
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Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.16.05 - PLAN AND PREPARE FOODS FOR BUFFET
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.16.05 - PLAN AND PREPARE FOODS FOR BUFFET

Name of Candidate :
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C/NC= Competent or Not Yet Competent

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Plan buffet lay out						
	1) The buffet is planned according to instructions by enterprise and/or customer requirements.					
	2) Buffet cost is calculated according to enterprise reporting requirements.					
	3) Where practicable a variety of buffet center pieces and decorations are organized.					
Element 2 – Prepare and produce foods for buffets						
	1) Appropriate methods of cookery for buffet production are used to prepare meats, poultry, seafood and other foods groups.					
	2) Where practicable buffet items are glazed with aspic/gelatin preparations to acceptable enterprise standards.					
	3) Sauces and garnishes suitable for buffet food items are produced.					
	4) Portion control is applied to minimize wastage and maximize profit.					
Element 3 – Prepare and produce sweets for buffets						
	1) Sweets suitable for buffet presentations are prepared and produced using standard recipes.					
Element 4 – Store buffet items						
	1) Buffet items are hygienically and correctly stored before and after buffet service, at a safe temperature.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.05.16.05 - PLAN AND PREPARE FOODS FOR BUFFET

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC 3.05.17.05 - IMPLEMENT FOOD SAFETY PROCEDURES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify food safety hazards and risks 1) All biological, physical and chemical hazards are identified including: bacteria, molds and yeast; broken glass or metal; additives; chemical and natural poisons.</p> <p>Element 2 – Identify critical control points in food production system using standard hazard method 1) Control points in the food production system are identified including: purchasing, delivery and storage; preparation and cooking; cooling and storage; holding or display; re-thermalization; service.</p> <p>Element 3 – Implement the enterprise hazard control plan 1) Food is prepared to the enterprise food safety specifications based on the standard hazard control method. 2) The process flow chart is followed. 3) Appropriate records are maintained. 4) Critical control points are monitored. 5) Corrective actions taken. 6) Internal and external auditing and validations are undertaken.</p>	<p>UNIT VARIABLES This unit applies to all operations where foods/beverages are produced, and related services are provided including also educational institutions, manufacturing companies etc.</p> <p>ASSESSMENT GUIDE Evidence should include demonstrated ability and underpinning knowledge of: a. Food hazards control principles and methods in food production; b. hygiene and food safety regulations; c. government regulations in food production and packaging; d. 'at risk' client groups; e. microbiological hazards; f. process flow planning; g. food hazard control requirements; and SOP in safe food production.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.17.05 - IMPLEMENT FOOD SAFETY PROCEDURES
05	Results of Assessment	
06	Comments & Feedback	

07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.17.05 - IMPLEMENT FOOD SAFETY PROCEDURES

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 – Identify food safety hazards and risks					
	1) All biological, physical and chemical hazards are identified including: bacteria, molds and yeast; broken glass or metal; additives; chemical and natural poisons.					
	Element 2 – Identify critical control points in food production system using standard hazard method					
	1) Control points in the food production system are identified including: purchasing, delivery and storage; preparation and cooking; cooling and storage; holding or display; re-thermalization (re-heat); service.					
	Element 3 – Implement the enterprise hazard control plan					
	1) Food is prepared to the enterprise food safety specifications based on the standard hazard control method.					
	2) The process flow chart is followed.					
	3) Appropriate records are maintained.					
	4) Critical control points are monitored.					
	5) Corrective actions taken.					
	6) Internal and external auditing and validations are undertaken.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.05.17.05 - IMPLEMENT FOOD SAFETY PROCEDURES

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :
 Candidate Signature :
 Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
CHAPTER 3.05.18.05 - PREPARE DIET BASED AND PRESERVED FOODS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Preserve foodstuffs 1) Storage and preservation methods for a variety of foodstuffs are correctly identified according to health regulations and applied. 2) Food is preserved using methods which take into account the effect of different methods of preservation on nutrition and quality. 3) Maximum nutritional value of food item is maintained in cooking procedures.</p> <p>Element 2 – Prepare and present foods to satisfy dietary needs 1) Special requirements for therapeutic diets are identified. 2) Ingredients essential for therapeutic diets are selected. 3) Suitable preparation and cooking techniques are employed and food texture is modified where appropriate to suit specific requirements. 4) An adequate range of nutritionally balanced food is presented in an appetizing and appealing manner.</p> <p>Element 3 – Prepare nutritious food 1) Maximum nutritional value of food item is maintained in cooking procedures. 2) Menu items suitable for a variety of dietary requirements are identified correctly and prepared.</p>	<p>UNIT VARIABLES Food preservation method may include freezing, drying, salting, canning etc. Special dietary needs include therapeutic and lifestyle regimes. Special dietary needs may include: vegetarian including vegan, lacto, ovo-lacto; modified sodium; modified potassium; low fat; low cholesterol; gluten free; high fiber; modified protein; diabetic etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to: a. efficiently prepare and present preserved and diet based foods to enterprise standards; b. understanding of different nature and handling requirements of each type. 2) Underpinning knowledge and skills required include: a. general dietary guidelines; b. principles of nutrition and particularly the effects of cooking on nutritional value of foods; c. principles of cooking and preservation; d. commonly used culinary and technical terms; e. main food groups; f. suitable foods for selected target groups; g. principles and practices of hygiene; h. logical and time efficient work flow; i. commodities handling; j. dietary sensitivities and their consequences including food allergies and</p>

	intolerances.
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.18.05 - PREPARE DIET BASED AND PRESERVED FOODS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.18.05 - PREPARE DIET BASED AND PRESERVED FOODS

Name of Candidate :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Preserve foodstuffs						
	1) Storage and preservation methods for a variety of foodstuffs are correctly identified according to health regulations and applied.					
	2) Food is preserved using methods which take into account the effect of different methods of preservation on nutrition and quality.					
	3) Maximum nutritional value of food item is maintained in cooking procedures.					
Element 2 – Prepare and present foods to satisfy dietary needs						
	1) Special requirements for therapeutic diets are identified.					
	2) Ingredients essential for therapeutic diets are selected.					
	3) Suitable preparation and cooking techniques are employed and food texture is modified where appropriate to suit specific requirements.					
	4) An adequate range of nutritionally balanced food is presented in an appetizing and appealing manner.					
Element 3 – Prepare nutritious food						
	1) Maximum nutritional value of food item is maintained in cooking procedures.					
	2) Menu items suitable for a variety of dietary requirements are identified correctly and prepared.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.05.18.05 - PREPARE DIET BASED AND PRESERVED FOODS

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

<p>ASSESSMENT FILE</p> <p>APEC SS 3.05.19.05 / 3.06.xx.05 - PLAN AND CONTROL MENU BASED CATERING</p>
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ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Plan and prepare menus 1) A variety of appropriate menu types are prepared as required by the enterprise. 2) Menus are calculated to comply with given costing restraints. 3) Where appropriate menus are prepared according to sequential manner.</p> <p>Element 2 – Control menu-based catering 1) Production schedules are planned to give consideration to menu constraints, available equipment, expertise of labor and available time. 2) Labor costs are controlled with consideration given to rosters, scheduling, award conditions and rates. 3) Product utilization and quality are optimized through the application of portion control and effective yield testing. 4) Stock control measures are applied by following correct receiving and storing procedures.</p> <p>Element 3 – Maintain security 1) Security is maintained in food production and storage area to minimize risks of theft, damage or loss.</p>	<p>UNIT VARIABLES Menu items are planned to take into account: a. achieving balance in the variety of cooking principles, colors, tastes and food textures; b. nutritional values; c. seasonal availability; d. popularity in sales; e. cost calculation. Menus are prepared using: a. terminology appropriate to the market and style of menu; b. item description, which will promote the dishes. Catering may be applied to banquets, functions, breakfasts, lunches, dinners, parties, open kitchen etc either inside or outside enterprise premises. Types of menu may include: table d’hote, ala carte, set, function, cyclical. Catering control systems can be manual or computerized and may include: a. production planning sheets; b. sales analysis for; c. daily kitchen report; d. wastage sheets.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to efficiently plan and prepare menu-based catering to a level acceptable by the enterprise. Evidence should also include a detailed understanding of the different types of catering menus, sequential orders of the menu and menu based cost calculation. 2) Underpinning knowledge and skills required include: a. organization skills and teamwork; b. safe work practices in relation to bending, lifting and using knives; c. principles of nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in the enterprise; e. principles and practices of hygiene; f. logical time and efficient workflow; g. inventory and stock control system; h. nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in the enterprise; i. purchasing, receiving, storing holding and issuing procedures; j. costing, yield testing; and portion control; k. historical development of menus and modern trends in menus.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

<p>1. APEC SS ASSESSMENT COVER SHEET</p>

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	

03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.19.05 - PLAN AND CONTROL MENU BASED CATERING
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.19.05 - PLAN AND CONTROL MENU BASED CATERING

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

*** 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test**

**** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic**

***** C= Competent; NYC= Not Yet Competent**

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Plan and prepare menus						
	1) A variety of appropriate menu types are prepared as required by the enterprise.					
	2) Menus are calculated to comply with given costing restraints.					
	3) Where appropriate menus are prepared according to sequential manner.					
Element 2 – Control menu-based catering						
	1) Production schedules are planned to give consideration to menu constraints, available equipment, expertise of labor and available time.					
	2) Labor costs are controlled with consideration given to rosters, scheduling, award conditions and rates.					
	3) Product utilization and quality are optimized through the application of portion control and effective yield testing.					

	4) Stock control measures are applied by following correct receiving and storing procedures.					
Element 3 – Maintain security						
	1) Security is maintained in food production and storage area to minimize risks of theft, damage or loss.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.05.19.05 - PLAN AND CONTROL MENU BASED CATERING

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.20.05 - ORGANIZE BULK COOKING OPERATIONS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Plan kitchen operations</p> <p>1) Quantities are determined and calculated accurately according to recipes and specifications. 2) Food items are ordered in correct quantities for requirements. 3) A MISE EN PLACE list for food and equipment is prepared which is: a. appropriate to the situation; b. clear and complete. 4) A work schedule and work flow plan for the relevant section of kitchen is designed to maximize teamwork and efficiency.</p>	<p>UNIT VARIABLES</p> <p>Bulk cooking may include fresh cook, cook chill – 5 day life, cook chill – extended life, cook freeze etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated ability to</p>

<p>Element 2 – Organize production of menus</p> <p>1) Preparation and service of orders for the relevant section of the kitchen are organized to enable smooth work flow and to minimize delays. 2) Dishes are sequence controlled to enable smooth work flow and minimize delays. 3) Quality control is exercised at all stages of preparation and cooking to ensure that presentation, design, eye appeal and portion size of menu items are according to required standards. 4) Appropriate procedures are put into place to ensure that receiving and storing as well as cleaning procedures are correctly followed.</p> <p>Element 3 – Select cooking systems</p> <p>1) Specific requirements for installation are assessed. 2) Advantages and reasons for the chosen system are considered carefully. 3) The production changes required to reflect the system are taken into account. 4) Sound knowledge about the equipment used in the chosen system is taken into account when selecting a system. 5) Appropriate equipment is utilized to assist cooking operations.</p> <p>Element 4 – Use preparation and cooking techniques appropriate to the system</p> <p>1) Menu items are compatible with the type of system chosen. 2) Specialist recipe are prepared and served taking into account the type of food service system. 3) Food is prepared using methods which take into account the effects of different methods of preparation on the nutrition contents and structure.</p>	<p>efficiently organize bulk cooking operations to enterprise level.</p> <p>2) Underpinning knowledge and skills required include: a. fresh cook; b. cook chill – 5 day life; c. cook chill – extended life; d. cook freeze; e. organization skills and teamwork; f. safe work practices in relation to bending, lifting and using knives; g. principles of nutrition and particularly the effects of cooking on nutritional value of foods; h. culinary terms commonly used in the enterprise; i. principles and practices of hygiene; j. logical time and efficient workflow; k. inventory and stock control system; l. nutrition and particularly the effects of cooking on nutritional value of foods; m. culinary terms commonly used in the enterprise; n. purchasing, receiving, storing holding and issuing procedures; o. costing, yield testing; and portion control; p. historical development of menus and modern trends in menus.</p>
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Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.20.05 - ORGANIZE BULK COOKING OPERATIONS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.20.05 - ORGANIZE BULK COOKING OPERATIONS

Name of Candidate :
Name of Assessor/s :

C/NC= Competent or Not Yet Competent

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio;
6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 – Plan kitchen operations					
	1) Quantities are determined and calculated accurately according to recipes and specifications.					
	2) Food items are ordered in correct quantities for requirements.					
	3) A MISE EN PLACE list for food and equipment is prepared which is: a. appropriate to the situation; b. clear and complete.					
	4) A work schedule and work flow plan for the relevant section of kitchen is designed to maximize teamwork and efficiency.					
	Element 2 – Organize production of menus					
	1) Preparation and service of orders for the relevant section of the kitchen are organized to enable smooth work flow and to minimize delays.					
	2) Dishes are sequence controlled to enable smooth work flow and minimize delays.					
	3. Quality control is exercised at all stages of preparation and cooking to ensure that presentation, design, eye appeal and portion size of menu items are according to required standards.					
	4) Appropriate procedures are put into place to ensure that receiving and storing as well as cleaning procedures are correctly followed.					
	Element 3 – Select cooking systems					
	1) Specific requirements for installation are assessed.					
	2) Advantages and reasons for the chosen system are considered carefully.					
	3) The production changes required to reflect the system are taken into account.					
	4) Sound knowledge about the equipment used in the chosen system is taken into account when selecting a system.					
	5) Appropriate equipment is utilized to assist cooking operations.					
	Element 4 – Use preparation and cooking techniques appropriate to the system					
	1) Menu items are compatible with the type of system chosen.					
	2) Specialist recipe are prepared and served taking into account the type of food service system.					
	3) Food is prepared using methods which take into account the effects of different methods of preparation on the nutrition contents and structure.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.05.20.05 - ORGANIZE BULK COOKING OPERATIONS

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.21.05 - ORGANIZE FOOD SERVICE OPERATIONS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Plan kitchen for food production</p> <p>1) Quantities are determined and calculated accurately according to recipes and specifications. 2) Food items are ordered in correct quantities for requirements. 3) A job checklist for food and equipments is prepared which is: appropriate to the situation; and clear and complete. 4) A work schedule for the relevant section of the kitchen is designed to maximize teamwork and efficiency.</p> <p>Element 2 – Organize food production</p> <p>1) Preparation and service of orders for the relevant section of the kitchen are organized to enable smooth workflow and minimize delays. 2) Dishes are sequence controlled to enable smooth</p>	<p>UNIT VARIABLES</p> <p>Menus may include: A LA CARTE, set menu or TABLE D'HOTE, cyclical, function etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated ability to efficiently organize food service operations to enterprise level.</p> <p>2) Underpinning knowledge and skills required include: a. organization skills and teamwork; b. safe work practices in relation to bending, lifting and using knives; c. principles of nutrition and particularly the effects of cooking on nutritional value of foods; d.</p>

<p>workflow and minimize delays. 3) Quality control is exercised at all stages of preparation and cooking to ensure that presentation, design, eye appeal and portion size of menu items are according to required standards.</p> <p>Element 3 – Ensuring smooth and efficient workflow</p> <p>1) Appropriate procedures are put into place to ensure that receiving and storing as well as cleaning procedures are correctly followed.</p>	<p>culinary terms commonly used in the enterprise; e. principles and practices of hygiene; f. logical time and efficient workflow; g. inventory and stock control system; h. nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in the enterprise; i. purchasing, receiving, storing holding and issuing procedures; j. costing, yield testing; and portion control; k. historical development of menus and modern trends in menus.</p>
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.21.05 - ORGANIZE FOOD SERVICE OPERATIONS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.21.05 - ORGANIZE FOOD SERVICE OPERATIONS

Name of Candidate :
 Name of Assessor/s :

C/NC= Competent or Not Yet Competent

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio;
 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Plan kitchen for food production						
	1) Quantities are determined and calculated accurately according to recipes and specifications.					
	2) Food items are ordered in correct quantities for requirements.					
	3) A job checklist for food and equipments is prepared which is: appropriate to the situation; and clear and complete.					
	4) A work schedule for the relevant section of the kitchen is designed to maximize teamwork and efficiency.					
Element 2 – Organize food production						
	1) Preparation and service of orders for the relevant section of the kitchen are organized to enable smooth workflow and minimize delays.					
	2) Dishes are sequence controlled to enable smooth workflow and minimize delays.					
	3) Quality control is exercised at all stages of preparation and cooking to ensure that presentation, design, eye appeal and portion size of menu items are according to required standards.					
Element 3 – Ensuring smooth and efficient workflow						
	1) Appropriate procedures are put into place to ensure that receiving and storing as well as cleaning procedures are correctly followed.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.05.21.05 - ORGANIZE FOOD SERVICE OPERATIONS

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.22.05 - PREPARE PATES AND TERRINES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Develop new recipes 1) Recipes for pates and terrines are developed using a range of suitable products, with consideration given to taste and presentation. 2) Developed pate and terrine recipes are tested for taste and yield.</p> <p>Element 2 – Prepare pates and terrines 1) A range of pates and terrines are prepared according to standard recipe. 2) A range of binding agents and processes required in the preparation of basic forcemeat is prepared and used. 3) Special machinery for making pates and terrines is used correctly and safely according to manufacturer instructions.</p> <p>Element 3 – Present pates and terrines 1) Pates and terrines are presented attractively for various uses which may include appetizers, starters, buffets, etc. 2) Pates and terrines are decorated appropriately with consideration given to contemporary tastes in color presentation and eye appeal.</p>	<p>UNIT VARIABLES Pates and terrines refer to a range of processed foods made from meats, poultry, game, seafood, fruit and vegetables.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to efficiently prepare and present pates and terrines to enterprise level. Evidence should include a detailed understanding of the different classifications of meats. 2) Underpinning knowledge and skills required include: a. principles of nutrition and particularly the effects of cooking on nutritional value of foods; b. culinary terms commonly used in the enterprise; c. ability to efficiently produced the required pates and terrines; d. logical time and efficient work flow; e. hygiene requirements related to possible bacterial spoilage in the preparation, storage and service of these products; f. outcomes of various binding agents and processes used in preparation of pates and terrines.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of	

	Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.22.05 - PREPARE PATES AND TERRINES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.22.05 - PREPARE PATES AND TERRINES

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

*** 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test**

**** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic**

***** C= Competent; NYC= Not Yet Competent**

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 – Develop new recipes					
	1) Recipes for pates and terrines are developed using a range of suitable products, with consideration given to taste and presentation.					
	2) Developed pate and terrine recipes are tested for taste and yield.					
	Element 2 – Prepare pates and terrines					
	1) A range of pates and terrines are prepared according to standard recipe.					
	2) A range of binding agents and processes required in the preparation of basic forcemeat is prepared and used.					
	3) Special machinery for making pates and terrines is used correctly and safely according to manufacturer instructions.					

	Element 3 – Present pates and terrines					
	1) Pates and terrines are presented attractively for various uses which may include appetizers, starters, buffets, etc.					
	2) Pates and terrines are decorated appropriately with consideration given to contemporary tastes in color presentation and eye appeal.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.05.22.05 - PREPARE PATES AND TERRINES

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES
 (General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK
 (Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :
 Candidate Signature :
 Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.23.05 - PLAN, PREPARE AND DISPLAY BUFFET

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
Element 1 – Plan a buffet 1) The buffet is planned according to required theme of occasion. 2) An appropriate range and quantity of food items is selected with consideration given to quality and price related to enterprise requirements.	UNIT VARIABLES The buffet settings include: functions, breakfasts, lunch buffets, smorgasbords etc. Centerpieces can be made from: fruits, vegetables, flowers, salt, ice, bread, margarine, chocolate, sugar etc.

<p>Element 2 – Prepare decorative food presentations</p> <p>1) Appropriate service equipment is used to display food decorations. 2) Food presentations are prepared with artistic flair and according to enterprise standards. 3) Garnishes and accompaniments used to enhance taste and appeal. 4) Where appropriate decorative centerpieces are selected and presented in an attractive manner.</p> <p>Element 3 – Display food items</p> <p>1) Food items are displayed with a sense of artistry to create customer appeal. 2) Table arrangements are suitable for buffet display and service according to enterprise standards.</p> <p>Element 4 – Present buffet in a safe and hygienic manner</p> <p>1) Potential health problems through cross contamination and food spoilage are identified and appropriate preventive measures are taken to eliminate these risks. 2) Foods are presented on display at temperature levels as prescribed by legislation and standard.</p>	<p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated ability to efficiently prepare and present buffets to enterprise level.</p> <p>2) Underpinning knowledge and skills required include: a. organization skills and teamwork; b. safe work practices in relation to bending, lifting and using knives; c. principles of nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in the enterprise; e. principles and practices of hygiene; f. logical time and efficient workflow; g. inventory and stock control system; h. nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in the enterprise; i. purchasing, receiving, storing holding and issuing procedures; j. costing, yield testing; and portion control; k. historical development of menus and modern trends in menus.</p>
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Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.23.05 - PLAN, PREPARE AND DISPLAY A BUFFET
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.23.05 - PLAN, PREPARE AND DISPLAY A BUFFET

Name of Candidate :
Name of Assessor/s :

C/NC= Competent or Not Yet Competent

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio;
6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Plan a buffet						
	1) The buffet is planned according to required theme of occasion.					
	2) An appropriate range and quantity of food items is selected with consideration given to quality and price related to enterprise requirements.					
Element 2 – Prepare decorative food presentations						
	1) Appropriate service equipment is used to display food decorations.					
	2) Food presentations are prepared with artistic flair and according to enterprise standards.					
	3) Garnishes and accompaniments used to enhance taste and appeal.					
	4) Where appropriate decorative centerpieces are selected and presented in an attractive manner.					
Element 3 – Display food items						
	1) Food items are displayed with a sense of artistry to create customer appeal.					
	2) Table arrangements are suitable for buffet display and service according to enterprise standards.					
Element 4 – Present buffet in a safe and hygienic manner						
	1) Potential health problems through cross contamination and food spoilage are identified and appropriate preventive measures are taken to eliminate these risks.					
	2) Foods are presented on display at temperature levels as prescribed by legislation and standard.					

Assessment Document 3

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.05.23.05 - PLAN, PREPARE AND DISPLAY A BUFFET

Name of Candidate :
Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.24.05 - PREPARE PORTION CONTROLLED MEAT CUTS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Select suppliers and purchase meats 1) Supplier is selected with regard to quality and price related to the customer requirements and enterprise standards. 2) Wastage is minimized through appropriate purchase and storage techniques.</p> <p>Element 2 – Prepare and produce a range of portion controlled meats 1) Ingredients are specified, selected and weighed correctly according to standard recipe. 2) Meats are cut to correct portion size, 3) A range of portion controlled meat products are prepared.</p> <p>Element 3 – Store meat cuts and meat products 1) Food spoilage is minimized through appropriate storage techniques according to industry regulations. 2) The quality of each cut and product is maintained through appropriate storage techniques.</p> <p>Element 4 – Implement safe and hygienic practices 1) Potential problems in hygiene and OHS issues are identified and appropriate preventive measures are taken to eliminate risks. 2) Machinery used is safely and hygienically operated according to manufacturer instructions.</p>	<p>UNIT VARIABLES Meats include pork, beef, lamb, red game meat. Meat products include manufactured raw meat products such as sausages etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to efficiently prepare meat and meat products to enterprise level. Evidence should include a detailed understanding of the different classifications of meats. 2) Underpinning knowledge and skills required include: a. principles of nutrition and particularly the effects of cooking on nutritional value of foods; b. culinary terms commonly used in the enterprise; c. logical time and efficient work flow; d. principles and practices of hygiene; e. current meat and livestock purchasing standards; f. identification of primary and secondary meat cuts; g. yield testing and cost calculation; h. portion control; h. basic meat science and meat preservation techniques; i. storage procedures.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.24.05 - PREPARE PORTION CONTROLLED MEAT CUTS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.24.05 - PREPARE PORTION CONTROLLED MEAT CUTS

Name of Candidate :
Name of Assessor/s :

C/NC= Competent or Not Yet Competent

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio;
6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 – Select suppliers and purchase meats					
	1) Supplier is selected with regard to quality and price related to the customer requirements and enterprise standards.					
	2) Wastage is minimized through appropriate purchase and storage techniques.					
	Element 2 – Prepare and produce a range of portion controlled meats					
	1) Ingredients are specified, selected and weighed correctly according to standard recipe.					

	2) Meats are cut to correct portion size.					
	3) A range of portion controlled meat products are prepared.					
	Element 3 – Store meat cuts and meat products					
	1) Food spoilage is minimized through appropriate storage techniques according to industry regulations.					
	2) The quality of each cut and product is maintained through appropriate storage techniques.					
	Element 4 – Implement safe and hygienic practices					
	1) Potential problems in hygiene and OHS issues are identified and appropriate preventive measures are taken to eliminate risks.					
	2) Machinery used is safely and hygienically operated according to manufacturer instructions.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.05.24.05 - PREPARE PORTION CONTROLLED MEAT CUTS

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.25.05 - HANDLE AND SERVE CHEESE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Selecting suppliers and purchase cheese 1) Different types of cheese are identified. 2) Supplier is selected with regard to quality and price. 3) Wastage is minimized through appropriate purchase and storage techniques.</p> <p>Element 2 – Prepare cheese for service 1) Cheeses are allowed to breathe correctly before serving. 2) Appropriate garnishes are prepared according to enterprise standards.</p> <p>Element 3 – Present cheese 1) Cheese is presented attractively in the required context, which may include appetizers, starters, after main courses, as part of sweets course, etc. 2) Correct and appropriate garnishes are selected and used. 3) Cheese leftovers are utilized productively.</p> <p>Element 4 – Implement safe and hygienic practices 1) Potential hygiene issues including food spoilage and cross contamination are identified and appropriate preventive measures are taken to eliminate risks. 2) Machinery and equipment used to prepare and serve cheese issued safely. 3) Cheeses are correctly stored at the correct temperature to minimize spoilage and contamination.</p>	<p>UNIT VARIABLES Cheese refers to a range of dairy based products.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to efficiently prepare and present cheese to enterprise level. Evidence should include a detailed understanding of the different classifications of cheese. 2) Underpinning knowledge and skills required include: a. principles of nutrition and particularly the effects of cooking on nutritional value of foods; b. ability to efficiently identify, store, handle and serve cheese; c. culinary terms commonly used in the enterprise; d. logical time and efficient work flow; e. hygiene requirements related to possible bacterial spoilage in the preparation, storage and service of cheese products.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.25.05 - HANDLE AND SERVE CHEESE
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.25.05 - HANDLE AND SERVE CHEESE

Name of Candidate :
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Method*	PERFORMANCE CRITERIA	**Assessment Quality				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Selecting suppliers and purchase cheese						
	1) Different types of cheese are identified.					
	2) Supplier is selected with regard to quality and price.					
	3) Wastage is minimized through appropriate purchase and storage techniques.					
Element 2 – Prepare cheese for service						
	1) Cheeses are allowed to breathe correctly before serving.					
	2) Appropriate garnishes are prepared according to enterprise standards.					
Element 3 – Present cheese						
	1) Cheese is presented attractively in the required context, which may include appetizers, starters, after main courses, as part of sweets course, etc.					
	2) Correct and appropriate garnishes are selected and used.					
	3) Cheese leftovers are utilized productively.					
Element 4 – Implement safe and hygienic practices						
	1) Potential hygiene issues including food spoilage and cross contamination are identified and appropriate preventive measures are taken to eliminate risks.					
	2) Machinery and equipment used to prepared and serve cheese issued safely.					
	3) Cheeses are correctly stored at the correct temperature to minimize spoilage and contamination.					

Assessment Document 3

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.05.25.05 - HANDLE AND SERVE CHEESE

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.26.05
PREPARE FOOD ACCORDING TO SPECIFIC DIETARY AND CULTURAL NEEDS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare and present foods to satisfy dietary needs 1) Special requirements for therapeutic diets are identified. 2) Ingredients essential for therapeutic diet requirements are selected. 3) Appropriate ingredients are selected to ensure quality of end products, including raw and convenient products. 4) Suitable preparation and cooking techniques are employed. 5) Food texture is modified where appropriate to suit specific requirements. 6) An adequate range of nutritionally balanced food is presented in an appetizing and attractive manner.</p> <p>Element 2 – Prepare and present foods to satisfy cultural needs 1) Requirements are identified and met for specific cultural groups including Middle Eastern, Asian, Mediterranean, Hindu, Buddhist, Moslem etc. 2) Appropriate equipment and cooking techniques are employed for specific diets. 3) Food is prepared and served taking into cultural considerations. 4) An adequate range of nutritionally balanced food is presented in an appetizing and attractive manner.</p> <p>Element 3 – Prepare foods to satisfy target markets 1) Special dietary needs are identified and met for target groups including: aged, male/female, infants/children, adolescents, hospital patients, prisoners, athletes, etc. 2) An adequate range of nutritionally balance food is prepared and presented in an appetizing and attractive manner.</p>	<p>UNIT VARIABLES Special dietary needs include therapeutic and contemporary regimes. Special dietary needs include vegetarian, gluten free, lacto free, diabetic, high/low protein, fluid, modified texture etc. Special cultural needs include kosher, Moslem, vegetarian, Hindu etc. Contemporary diet regimes include fit for life, macrobiotics, low-fat etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to efficiently prepare and present special dietary and cultural needs to enterprise level. 2) Underpinning knowledge and skills required include: a. a range of different cultural, dietary and special requirements as appropriate to the enterprise; b. knowledge and understanding in principles and practices of nutrition, hygiene, OHS, special dietary guidelines.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.26.05 - PREPARE FOODS ACCORDING TO SPECIFIC DIETARY AND CULTURAL NEEDS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.26.05 - PREPARE FOODS ACCORDING TO SPECIFIC DIETARY AND CULTURAL NEEDS

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare and present foods to satisfy dietary needs						
	1) Special requirements for therapeutic diets are identified.					
	2) Ingredients essential for therapeutic diet requirements are selected.					
	3) Appropriate ingredients are selected to ensure quality of end products, including raw and convenient products.					
	4) Suitable preparation and cooking techniques are employed.					
	5) Food texture is modified where appropriate to suit specific requirements.					
	6) An adequate range of nutritionally balanced food is presented in an appetizing and attractive manner.					
Element 2 – Prepare and present foods to satisfy cultural needs						
	1) Requirements are identified and met for specific cultural groups including Middle Eastern, Asian, Mediterranean, Hindu, Buddhist, Moslem etc.					
	2) Appropriate equipment and cooking techniques are employed for specific diets.					
	3) Food is prepared and served taking into cultural considerations.					
	4) An adequate range of nutritionally balanced food is presented in an appetizing and attractive manner.					
Element 3 – Prepare foods to satisfy target markets						
	1) Special dietary needs are identified and met for target groups including: aged, male/female, infants/children, adolescents, hospital patients, prisoners, athletes, etc.					
	2) An adequate range of nutritionally balance food is prepared and presented in an appetizing and attractive manner.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.05.26.05 - PREPARE FOODS ACCORDING TO SPECIFIC DIETARY AND CULTURAL NEEDS

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.27.05
DEVELOP MENUS TO MEET SPECIAL CULTURAL AND DIETARY NEEDS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify the special dietary and cultural needs of customers 1) Special dietary and cultural needs of customers are identified in terms of: dietary principles, inclusive & exclusive foods, physical needs, nutritional requirements and social preferences. 2) Contemporary dietary regimes are taken into considerations including: priten, fit for life, macro biotics.</p> <p>Element 2 – Develop menus to meet special dietary needs 1) Target markets are identified including: aged care, infants/children, adolescents, corrective services, defense forces, athletes, health care institutions etc. 2) Menus are balanced to meet nutritional needs of customers. 3) Appropriate combinations of food are identified to meet macro and micro nutrient requirements. 4) Special dietary needs are observed including texture and composition. 5) Sufficient choice of dishes is incorporated into the menus. 6) Menus are calculated to comply with costing restraints. 7) Correct terminology is used.</p> <p>Element 3 – Develop menus to meet special cultural needs 1) Target markets are identified. 2) Cultural customs are observed. 3) Sufficient choice of dishes is incorporated into the menus. 4) Correct terminology is used.</p>	<p>UNIT VARIABLES Special dietary needs include therapeutic and contemporary regimes. Special dietary needs include vegetarian, gluten free, lacto free, diabetic, high/low protein, fluid, modified texture etc. Special cultural needs include kosher, Moslem, vegetarian, Hindu etc. Contemporary diet regimes include fit for life, macrobiotics, low-fat etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to efficiently develop menus for special dietary and cultural needs to enterprise level. 2) Underpinning knowledge and skills required include: a. a range of different cultural, dietary and special requirements as appropriate to the enterprise; b. knowledge and understanding in principles and practices of nutrition, hygiene, menu planning, OHS, special dietary sensitivities such as food allergies and intolerances.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of	

	Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.27.05 - DEVELOP MENUS TO MEET SPECIAL CULTURAL AND DIETARY NEEDS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.27.05 - DEVELOP MENUS TO MEET SPECIAL CULTURAL AND DIETARY NEEDS

Name of Candidate :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 – Identify the special dietary and cultural needs of customers					
	1) Special dietary and cultural needs of customers are identified in terms of: dietary principles, inclusive & exclusive foods, physical needs, nutritional requirements and social preferences.					
	2) Contemporary dietary regimes are taken into considerations including: priten, fit for life, macro biotics.					
	Element 2 – Develop menus to meet special dietary needs					
	1) Target markets are identified including: aged care, infants/children, adolescents, corrective services, defense forces, athletes, health care institutions etc.					
	2) Menus are balanced to meet nutritional needs of customers.					
	3) Appropriate combinations of food are identified to meet macro and micro nutrient					

	requirements.					
	4) Special dietary needs are observed including texture and composition.					
	5) Sufficient choice of dishes is incorporated into the menus.					
	6) Menus are calculated to comply with costing restraints.					
	7) Correct terminology is used.					
	Element 3 – Develop menus to meet special cultural needs					
	1) Target markets are identified.					
	2) Cultural customs are observed.					
	3) Sufficient choice of dishes is incorporated into the menus.					
	4) Correct terminology is used.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.05.27.05 - DEVELOP MENUS TO MEET SPECIAL CULTURAL AND DIETARY NEEDS

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.28.05 - SELECT, PREPARE AND SERVE SPECIALIZED FOOD ITEMS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
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<p>Element 1 – Select suppliers and purchase items</p> <p>1) The best supplier is selected with regards to quality and price related to the enterprise requirements. 2) Wastage is minimized through appropriate purchase and storage techniques.</p> <p>Element 2 – Plan menus and marketing strategies</p> <p>1) Menu items are priced to achieve satisfactory profit levels and satisfy enterprise requirements for a balanced menu in line with customer demand. 2) Seasonal availability is taken into account when developing menu planning and marketing strategies. 3) Major characteristics of the different varieties of food items are used to create new menu items.</p> <p>Element 3 – Prepare and present a specialized range of dishes</p> <p>1) Items are prepared according to standard recipes. 2) Items are cooked in a variety of styles as required by the enterprise.</p> <p>Element 4 – Demonstrate advanced preparation and cooking techniques</p> <p>1) Cooking techniques are effectively demonstrated and taught to other staff.</p> <p>Element 5 – Implement hygienic and safe practices</p> <p>1) Potential problems are identified and appropriate preventive measures are taken to eliminate risks concerning hygiene and OHS issues in the workplace. 2) Equipment is used safely and hygienically. 3) Items are hygienically and correctly stored.</p>	<p>UNIT VARIABLES</p> <p>This unit is a 'shell unit' covering a range of other units in cooking such as: a. cakes, pastries, yeast based goods and desserts; b. meat, poultry and game; c. seafood; d. vegetables, fruit and salads.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated ability to efficiently prepare and present the nominated specialized food items to enterprise level. Evidence should include a detailed understanding of the different classifications of main food groups.</p> <p>2) Underpinning knowledge and skills required include: a. organization skills and teamwork; b. safe work practices in relation to bending, lifting and using knives; c. principles of nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in the enterprise; e. principles and practices of hygiene; f. logical time and efficient workflow; g. inventory and stock control system; h. nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in the enterprise; i. purchasing, receiving, storing holding and issuing procedures; j. costing, yield testing; and portion control; k. historical development of menus and modern trends in menus.</p>
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.28.05 - SELECT, PREPARE AND SERVE SPECIALIZED FOOD ITEMS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review	

	Process	
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.28.05 - SELECT, PREPARE AND SERVE SPECIALIZED FOOD ITEMS

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Select suppliers and purchase items						
	1) The best supplier is selected with regards to quality and price related to the enterprise requirements.					
	2) Wastage is minimized through appropriate purchase and storage techniques.					
Element 2 – Plan menus and marketing strategies						
	1) Menu items are priced to achieve satisfactory profit levels and satisfy enterprise requirements for a balanced menu in line with customer demand.					
	2) Seasonal availability is taken into account when developing menu planning and marketing strategies.					
	3) Major characteristics of the different varieties of food items are used to create new menu items.					
Element 3 – Prepare and present a specialized range of dishes						
	1) Items are prepared according to standard recipes.					
	2) Items are cooked in a variety of styles as required by the enterprise.					
Element 4 – Demonstrate advanced preparation and cooking techniques						
	1) Cooking techniques are effectively demonstrated and taught to other staff.					
Element 5 – Implement hygienic and safe practices						
	1) Potential problems are identified and appropriate preventive measures are taken to eliminate risks concerning hygiene and OHS issues in the workplace					
	2) Equipment is used safely and hygienically.					
	3) Items are hygienically and correctly stored.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.05.28.05 - SELECT, PREPARE AND SERVE SPECIALIZED FOOD ITEMS

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :
 Candidate Signature :
 Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.29.05 - SELECT, PREPARE AND SERVE SPECIALIST CUISINE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Select and use equipment for preparation, cooking and service 1) Appropriate utensils and cooking equipment are used to produce authentic menu items. 2) Appropriate serving utensils are used according to the style of the cuisine.</p> <p>Element 2 – Select and purchase foods suitable for menu items 1) Foods selected are appropriate to the cuisine style with regard to quality and price related to enterprise requirements. 2) Wastage is minimized through appropriate purchase and storage techniques.</p> <p>Element 3 – Accommodate major issues concerning specialist cuisine 1) Menu items produced are authentic to the specialist style and culture. 2) Preparation and service of specialist cuisines takes into account any major issues.</p> <p>Element 4 – Prepare appropriate sauces, spice mixes, garnishes and flavor combinations 1) Sauces, spice mixed, garnishes and flavor are prepared and used</p>	<p>UNIT VARIABLES This unit is a 'shell unit' covering a range of other units in cooking specialized cuisine.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to efficiently prepare and present specialized cuisine to enterprise level. Evidence should include a detailed understanding of the particular cuisine. 2) Underpinning knowledge and skills required include: a. organization skills and teamwork; b. safe work practices in relation to bending, lifting and using knives; c. principles of nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in the enterprise; e. principles and practices of hygiene; f. logical time and efficient workflow; g. inventory and stock control system; h. nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in</p>

<p>appropriately to produce authentic dish.</p> <p>Element 5 – Prepare, cook and serve a range of menu items</p> <p>1) Preparation, cookery and service techniques are in keeping with the cuisine style.</p> <p>Element 6 – Implement safe and hygienic practices</p> <p>1) Potential problems are identified and appropriate preventive measures are taken to eliminate risks concerning hygiene and OHS issues in the workplace. 2) Foods are stored correctly according to health regulations.</p>	<p>the enterprise; i. purchasing, receiving, storing holding and issuing procedures; j. costing, yield testing; and portion control; k. historical development of menus and modern trends in menus; l. historical and cultural background of the cuisine; m. related traditions and rituals in cooking and serving the dishes; n. traditional sauces and accompaniments served with the dishes; o. traditional order of service.</p>
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.29.05 - SELECT, PREPARE AND SERVE SPECIALIST CUISINE
05	Results of Assessment	
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07	Name of Assessor	
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.29.05 - SELECT, PREPARE AND SERVE SPECIALIST CUISINE

Name of Candidate :
 Name of Assessor/s :

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**VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Select and use equipment for preparation, cooking and service						
	1) Appropriate utensils and cooking equipment are used to produce authentic menu items.					
	2) Appropriate serving utensils are used according to the style of the cuisine.					
Element 2 – Select and purchase foods suitable for menu items						
	1) Foods selected are appropriate to the cuisine style with regard to quality and price related to enterprise requirements.					
	2) Wastage is minimized through appropriate purchase and storage techniques.					
Element 3 – Accommodate major issues concerning specialist cuisine						
	1) Menu items produced are authentic to the specialist style and culture.					
	2) Preparation and service of specialist cuisines takes into account any major issues.					
Element 4 – Prepare appropriate sauces, spice mixes, garnishes and flavor combinations						
	1) Sauces, spice mixed, garnishes and flavor are prepared and used appropriately to produce authentic dish.					
Element 5 – Prepare, cook and serve a range of menu items						
	1) Preparation, cookery and service techniques are in keeping with the cuisine style.					
Element 6 – Implement safe and hygienic practices						
	1) Potential problems are identified and appropriate preventive measures are taken to eliminate risks concerning hygiene and OHS issues in the workplace.					
	2) Foods are stored correctly according to health regulations.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.05.29.05 - SELECT, PREPARE AND SERVE SPECIALIST CUISINE

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

ASSESSMENT FILE
APEC SS 3.05.30.05 - MONITOR CATERING REVENUES AND COSTS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Establish and maintain a purchasing and ordering system 1) Appropriate basic systems for purchasing and ordering are established and implemented efficiently to maximize quality and minimize costs and wastage. 2) Systems for storing food items are established and maintained to avoid deterioration, wastage, theft and spoilage. 3) Stock records are systematically and regularly kept updated.</p> <p>Element 2 – Establish and maintain a financial control system 1) Departmental and operational income statements are prepared and recorded accurately and on time. 2) Budget forecasts are met within defined fiscal periods and any variations are adequately explained. 3) Financial records are kept updated and utilized effectively.</p> <p>Element 3 – Maintain a production control system 1) Food control and production schedules are developed and maintained in a manner which maximizes efficiency and minimizes waste. 2) Work flows and staff roster are designed to minimize unit labor costs. 3) Daily sales are monitored accurately and timely adjustments are made to menus to reflect customer preferences.</p> <p>Element 4 – Select and utilize information technology 1) Appropriate computer systems and business machines are selected and utilized to increase ease and efficiency. 2) Appropriate software is selected according to the needs of the establishment.</p>	<p>UNIT VARIABLES Control system may be computerized or manual.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to develop and maintain an efficient cost control and monitoring system to enterprise standards. And a detailed understanding of keeping financial records. 2) Underpinning knowledge and skills required include: a. organizational skills and teamwork; b. culinary terms commonly used in the enterprise; c. logical time and efficient workflow; d. inventory and stock control system; e. purchasing, receiving, storing, holding and issuing procedures; f. costing, yield testing, portion control; g. basic understanding and knowledge of accounting system .</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
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01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.30.05 - MONITOR FOOD AND BEVERAGE REVENUES AND COSTS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.30.05 - MONITOR FOOD AND BEVERAGE REVENUES AND COSTS

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Establish and maintain a purchasing and ordering system						
	1) Appropriate basic systems for purchasing and ordering are established and implemented efficiently to maximize quality and minimize costs and wastage.					
	2) Systems for storing food items are established and maintained to avoid deterioration, wastage, theft and spoilage.					
	3) Stock records are systematically and regularly kept updated.					
Element 2 – Establish and maintain a financial control system						

	1) Departmental and operational income statements are prepared and recorded accurately and on time.					
	2) Budget forecasts are met within defined fiscal periods and any variations are adequately explained.					
	3) Financial records are kept updated and utilized effectively.					
Element 3 – Maintain a production control system						
	1) Food control and production schedules are developed and maintained in a manner which maximizes efficiency and minimizes waste.					
	2) Work flows and staff roster are designed to minimize unit labor costs.					
	3) Daily sales are monitored accurately and timely adjustments are made to menus to reflect customer preferences.					
Element 4 – Select and utilize information technology						
	1) Appropriate computer systems and business machines are selected and utilized to increase ease and efficiency.					
	2) Appropriate software is selected according to the needs of the establishment.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.05.30.05 - MONITOR FOOD AND BEVERAGE REVENUES AND COSTS

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES
 (General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK
 (Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :
 Candidate Signature :
 Date of Assessment :



ASSESSMENT FILE

APEC SS 3.05.31.05 - ESTABLISH AND MAINTAIN FOOD QUALITY

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Establish and implement procedures for quality control 1) Appropriate procedures are applied to ensure the quality of menu items with regard to: raw materials, cooking processes' and presentation. 2) Products and services are consistent and meet enterprise requirements. 3) Food items match menu descriptions.</p> <p>Element 2 – Monitor quality 1) Procedures to monitor food quality are applied including observation, tasting, seeking feedback, etc.</p> <p>Element 3 – Solve quality related problems 1) Problems related to quality control are accurately identified and solved.</p>	<p>UNIT VARIABLES This unit applies to all kinds of premises indoor and outdoor.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to efficiently implement and maintain quality control to enterprise standards. 2) Underpinning knowledge and skills required include: a. organizational skills and teamwork; b. culinary terms commonly used in the enterprise; c. logical time and efficient workflow; d. inventory and stock control system; e. purchasing, receiving, storing, holding and issuing procedures; f. costing, yield testing, portion control; g. historical development of menus and modern trends in menus; h. link between quality control to market share and profitability.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.31.05 - ESTABLISH AND MAINTAIN FOOD QUALITY CONTROL
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.31.05 - ESTABLISH AND MAINTAIN FOOD QUALITY CONTROL

Name of Candidate :
Name of Assessor/s :

C/NC= Competent or Not Yet Competent

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio;
6=Presentation; 7= Project/Case Study; 8= Written Test

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*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Establish and implement procedures for quality control						
	1) Appropriate procedures are applied to ensure the quality of menu items with regard to: raw materials, cooking processes' and presentation.					
	2) Products and services are consistent and meet enterprise requirements.					
	3) Food items match menu descriptions.					
Element 2 – Monitor quality						
	1) Procedures to monitor food quality are applied including observation, tasting, seeking feedback, etc.					
Element 3 – Solve quality related problems						
	1) Problems related to quality control are accurately identified and solved.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.05.31.05 - ESTABLISH AND MAINTAIN FOOD QUALITY CONTROL

Name of Candidate :
Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.32.05 - DEVELOP A FOOD SAFETY PLAN

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify client needs 1) Specific customer profiles are defined. 2) ‘At risk’ clients are identified. 3) Menus and recipes are designed to suit the needs of: client groups, production equipment, facilities, re-thermalization and service requirements. 4) Product specifications are produced.</p> <p>Element 2 – Develop a food safety plan using local standard system 1) Specific customer profiles are defined and ‘at risk’ clients identified. 2) Menus are designed to suit the needs of client groups, production equipment and facilities. 3) SOP required to support the Food Safety Plan (FSP) are evaluated and modified if required. 4) Product specifications are identified and recorded. 5) Product suppliers are identified and quality assurance specifications established. 6) Food safety hazards are identified. 7) Critical control points in the food system are identified using the food hazard control method. 8) Product specifications are developed. 9) Production flow charts are developed. 10) Control procedures and corrective measures are listed. 11) The composition and presentation of the Food Safety Plan complies with regulatory requirements and standards. 12) Nutritional quality is maintained. 13) Training needs are identified.</p> <p>Element 3 – Implement food safety plan 1) Training plans are developed and implemented. 2) FSP is developed using food hazard control methods. 3) Operational food safety procedures are established. 4) Recording procedures are established. 5) Contingency plans are developed.</p> <p>Element 4 – Evaluate and revise the plan as required 1) Food production records are monitored to identify deficiencies in the present plan. 2) Food is tested to validate required safety standards. 3) SFP is revised to incorporate corrective actions. 4) Changes to FSP are recorded and incorporated into the production system. 5) Staff is informed when changes occur. 6) The need for additional staff training is identified.</p>	<p>UNIT VARIABLES This unit applies to all kinds of premises indoor and outdoor. SOP which supports a FSP include: pest control, cleaning & sanitation programs, equipment maintenance, and maintenance of personal hygiene. Contingency plans include dealings with: food poisoning, customer complaints, rejected food, and equipment breakdown.</p> <p>ASSESSMENT GUIDE 1) Evidence underpinning knowledge and skills required include: a. principles and methods of food production; b. food hazard control principles, c. hygiene and food safety regulations; d. local health regulations pertaining to food production and packaging; e. ‘at risk’ client group; f. microbiological influences; g. process flow planning; h. nutritional requirements; i. food safety recording according to enterprise standards; j. staff training needs.</p>

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.32.05 - DEVELOP A FOOD SAFETY PLAN (FSP)
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.32.05 - DEVELOP A FOOD SAFETY PLAN (FSP)

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 – Identify client needs					
	1) Specific customer profiles are defined.					

APEC TOURISM WORKING GROUP

APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standards Development – Stage IV

EMPOWER Associates, Consultant

	2) 'At risk' clients are identified.						
	3) Menus and recipes are designed to suit the needs of: client groups, production equipment, facilities, re-thermalization and service requirements.						
	4) Product specifications are produced.						
	Element 2 – Develop a food safety plan using local standard system						
	1) Specific customer profiles are defined and 'at risk' clients identified.						
	2) Menus are designed to suit the needs of client groups, production equipment and facilities.						
	3) SOP required to support the Food Safety Plan (FSP) are evaluated and modified if required.						
	4) Product specifications are identified and recorded.						
	5) Product suppliers are identified and quality assurance specifications established.						
	6) Food safety hazards are identified.						
	7) Critical control points in the food system are identified using the food hazard control method.						
	8) Product specifications are developed.						
	9) Production flow charts are developed.						
	10) Control procedures and corrective measures are listed.						
	11) The composition and presentation of the Food Safety Plan complies with regulatory requirements and standards.						
	12) Nutritional quality is maintained.						
	13) Training needs are identified.						
	Element 3 – Implement food safety plan						
	1) Training plans are developed and implemented.						
	2) FSP is developed using food hazard control methods.						
	3) Operational food safety procedures are established.						
	4) Recording procedures are established.						
	5) Contingency plans are developed.						
	Element 4 – Evaluate and revise the plan as required						
	1) Food production records are monitored to identify deficiencies in the present plan.						
	2) Food is tested to validate required safety standards.						
	3) SFP is revised to incorporate corrective actions.						
	4) Changes to FSP are recorded and incorporated into the production system.						
	5) Staff is informed when changes occur.						
	6) The need for additional staff training is identified.						

Assessment Document 3

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.05.32.05 - DEVELOP A FOOD SAFETY PLAN (FSP)

Name of Candidate :
Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.05.33.05 - PREPARE AND PRODUCE COOKING PASTE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare cooking paste 1) A range of commodities, including fresh and dried herbs and spices used in special cookery are identified. 2) A variety of fresh, dried and preserved herbs and spices derived from the seeds, flowers, fruit, bark, roots and leaves of plants are selected, measured and weighed correctly to make a variety of cooking paste according to recipes requirements. 3) A combination of ingredients such as chilies, garlic, onion, palm sugar, etc are blended or grounded into a smooth paste according to recipe and enterprise standards.</p> <p>Element 2 – Use cooking paste 1) A selection of cooking paste is prepared and used correctly with a variety of meat, seafood and vegetables according to recipe specifications. 2) A certain quantity of paste is used according to recipe specifications.</p> <p>Element 3 – Cook and produce food items 1) Correct cooking procedures are used in preparing main ingredients of the dish such as meat, chicken, seafood, vegetables etc, according to enterprise standard. 2) Appropriate secondary ingredients are used according to recipe.</p> <p>Element 4 – Present food items 1) Crockery are selected and checked prior to serving. 2) Food is presented neatly and attractively to maximize appeals. 3) Garnishes and accompaniments such as chili sauce, soy sauce, lemon slices, etc, are selected according to recipe and customer requirements.</p> <p>Element 5 – Apply safe working practices. 1) Day to day duties are carried out according to OHS requirements. 2) Health and safety risks associated with the equipment and facilities are promptly identified, attended to, to meet the OHS regulations. 3) All tasks are correctly carried out according to instructions.</p>	<p>UNIT VARIABLES This unit applies to all kinds of premises indoor and outdoor.</p> <p>ASSESSMENT GUIDE 1) Evidence and underpinning knowledge and skills required include: a. local traditional cooking spices, herbs and other ingredients, either fresh, dried or preserved; b. menu items; c. culinary terms; d. cooking techniques and procedures; e. suitable equipment and maintenance; f. portion control and hygienic and safety storage requirements; g. planning and organizing; h. working in teams; h. identifying and handling of spices and herbs; i. suitable cooking techniques and procedures; j. suitable crockery and other materials used for serving; k. ensuring appealing color and plate presentation; l. maintaining tidy work station.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.33.05 - PREPARE AND PRODUCE COOKING PASTE
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.33.05 - PREPARE AND PRODUCE COOKING PASTE

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio;
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*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare cooking paste						
	1) A range of commodities, including fresh and dried herbs and spices used in special					

	cookery are identified.					
	2) A variety of fresh, dried and preserved herbs and spices derived from the seeds, flowers, fruit, bark, roots and leaves of plants are selected, measured and weighed correctly to make a variety of cooking paste according to recipes requirements.					
	3) A combination of ingredients such as chilies, garlic, onion, palm sugar, etc are blended or grounded into a smooth paste according to recipe and enterprise standards.					
Element 2 – Use cooking paste						
	1) A selection of cooking paste is prepared and used correctly with a variety of meat, seafood and vegetables according to recipe specifications.					
	2) A certain quantity of paste is used according to recipe specifications.					
Element 3 – Cook and produce food items						
	1) Correct cooking procedures are used in preparing main ingredients of the dish such as meat, chicken, seafood, vegetables etc, according to enterprise standard.					
	2) Appropriate secondary ingredients are used according to recipe.					
Element 4 – Present food items						
	1) Crockery are selected and checked prior to serving.					
	2) Food is presented neatly and attractively to maximize appeals.					
	3) Garnishes and accompaniments such as chili sauce, soy sauce, lemon slices, etc, are selected according to recipe and customer requirements.					
Element 5 – Apply safe working practices.						
	1) Day to day duties are carried out according to OHS requirements.					
	2) Health and safety risks associated with the equipment and facilities are promptly identified, attended to, to meet the OHS regulations.					
	3) All tasks are correctly carried out according to instructions.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.05.33.05 - PREPARE AND PRODUCE COOKING PASTE

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

<p>ASSESSMENT FILE</p> <p>APEC SS 3.05.34.05 - DESIGN MENUS TO MEET MARKET NEEDS</p>
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ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify target market 1) Characteristics of the enterprise products and services are clearly defined. 2) Products and services are clearly aligned to specific target markets.</p> <p>Element 2 – Identify market trends for target markets 1) Market trends are identified in terms of: contemporary eating habits, media influence, cultural & ethnic influence, major events/festivals, and seasonal/popular influences.</p> <p>Element 3 – Create menus based on market analysis and within target market's budgetary constraints 1) Menus are constructed to meet market demands. 2) Menus are designed to meet budgetary constraints. 3) Menu items are analyzed in terms of sales performance. 4) Customer satisfaction with menus is monitored.</p>	<p>UNIT VARIABLES This unit applies to all kinds of premises indoor and outdoor.</p> <p>ASSESSMENT GUIDE 1) Evidence and underpinning knowledge and skills required include: a. costing and budgeting; b. market analysis; c. cultural and ethnic dining influences; d. customer evaluation techniques; e. menu construction; f. seasonal products; g. hygienic and safe food handling procedures.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

<p>1. APEC SS ASSESSMENT COVER SHEET</p>

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.05.34.05 - DESIGN MENUS TO MEET TARGET MARKETS
05	Results of Assessment	
06	Comments & Feedback	

07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.05.34.05 - DESIGN MENUS TO MEET TARGET MARKETS

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

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***** C= Competent; NYC= Not Yet Competent**

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 – Identify target market					
	1) Characteristics of the enterprise products and services are clearly defined.					
	2) Products and services are clearly aligned to specific target markets.					
	Element 2 – Identify market trends for target markets					
	1) Market trends are identified in terms of: contemporary eating habits, media influence, cultural & ethnic influence, major events/festivals, and seasonal/popular influences.					
	Element 3 – Create menus based on market analysis and within target market's budgetary constraints					
	1) Menus are constructed to meet market demands.					
	2) Menus are designed to meet budgetary constraints.					
	3) Menu items are analyzed in terms of sales performance.					
	4) Customer satisfaction with menus is monitored.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.05.34.05 - DESIGN MENUS TO MEET TARGET MARKETS

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

ASSESSMENT MATERIALS
APEC SKILL STANDARD UNITS
2005

ASSESSMENT FILE BY UNITS
CHAPTER 3.06 - CATERING (12 Units)

SUMMARY OF UNITS

Unit code	Unit Name	Elmts	Total PC
3.06.01.05	Select cook-chill production systems	2	2+3 = 5
3.06.02.05	Package prepared foodstuffs	3	1+1+4 = 6
3.06.03.05	Transport and store food in a safe and hygienic manner	3	1+3+5 = 9
3.06.04.05	Operate a fast food outlet	9	5+5+6+3+2+2+3+2+6 = 34
3.06.05.05	Apply cook-chill production process	6	2+3+2+6+4+1 = 18
3.06.06.05	Apply catering control principles	3	2+6+3 = 11
3.06.07.05	Prepare daily meal plans to promote good health	3	1+5+1 = 7
3.06.08.05	Select catering system	2	3+6 = 9
3.06.09.05	Manage facilities associated with catering contracts	4	3+3+3+1 = 4
3.06.10.05	Plan the total concept for a major event or function	1	3
3.06.11.05	Prepare tenders for catering concept	2	2+1 = 3
3.06.12.05	Plan and control menu based catering (idem 3.05.xx.05)	3	3+4+1 = 8
	Total 12 units	41	117

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.06.01.05 – SELECT COOK-CHILL PRODUCTION SYSTEMS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Analyze the food production requirements 1) Characteristics of a range of food production processes are identified, including: cook-fresh, cook-chill, cook-freeze. 2) Criteria for the selection of a suitable food production system are identified.</p> <p>Element 2 – Select suitable food production system 1) Client requirements are identified. 2) Enterprise constraints are identified in terms of facilities, equipment, Operational environment, financial conditions. 3) Staffing requirements are determined. 4) Food production characteristics are matched correctly with client needs and enterprise capacity.</p>	<p>UNIT VARIABLES This unit applies to all kinds of premises serving foods.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability of cook-chill systems appropriate to the enterprise. 2) Underpinning knowledge and skills required include: a. temperature specifications for the maintenance of food quality; b. food storage requirements; c. principles and methods of food production; d. cook-chill systems; e. use of cook-chill production equipment; f. food hazard control procedures; f. OHS and hygiene regulations.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.06.01.05 - SELECT COOK-CHILL PRODUCTION SYSTEM
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.06.01.05 - SELECT COOK-CHILL PRODUCTION SYSTEM

Name of Candidate :
Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Analyze the food production requirements						
	1) Characteristics of a range of food production processes are identified, including: cook-fresh, cook-chill, cook-freeze.					
	2) Criteria for the selection of a suitable food production system are identified.					
Element 2 – Select suitable food production system						
	1) Client requirements are identified.					
	2) Enterprise constraints are identified in terms of facilities, equipment, Operational environment, financial conditions.					
	3) Staffing requirements are determined.					
	4) Food production characteristics are matched correctly with client needs and enterprise capacity.					

Assessment Document 3

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.06.01.05 - SELECT COOK-CHILL PRODUCTION SYSTEM

Name of Candidate :
Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.06.02.05 – PACKAGE PREPARED FOODSTUFFS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Ensure food is suitable for packaging, storage and transportation 1) Food meets the requirements prior to packaging in terms of: quality, shelf-life, microbiological condition, and portion control.</p> <p>Element 2 – Select packaging appropriate to specific food 1) Packaging material selected are: a. non contaminating; b. appropriate dimensions for selected food; c. visually appropriate to functional needs; d. capable of protecting food from damage; e. environmentally appropriate; f. stackable and transportable.</p> <p>Element 3 – Package food according to catering needs 1) Hygiene, OHS and local health requirements are met. 2) Environmental requirements for the food packaging are observed including: temperature control, humidity, design and constructions. 3) Appropriate packaging procedures are adopted according to enterprise specifications. 4) Foods are labeled according to Food Authority regulations.</p>	<p>UNIT VARIABLES This unit applies to all kinds of premises serving foods. The type of packaging used will vary according to enterprise needs and the type of food being packaged.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to: a. interpret and implement enterprise specifications for food packaging 2) Underpinning knowledge and skills required include: a. hygiene and food safety regulations; b. the characteristics of packaging materials; c. portion control; d. functional design requirements for food packaging area; e. local health regulations related to food production and packaging.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET

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02	Date & Time of Assessment	
03	Location of Assessment	

04	Unit Assessed	APEC SS 3.06.02.05 - PACKAGE PREPARED FOODSTUFFS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.06.02.05 - PACKAGE PREPARED FOODSTUFFS

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 – Ensure food is suitable for packaging, storage and transportation					
	1) Food meets the requirements prior to packaging in terms of: quality, shelf-life, microbiological condition, and portion control.					
	Element 2 – Select packaging appropriate to specific food					
	1) Packaging material selected are: a. non contaminating; b. appropriate dimensions for selected food; c. visually appropriate to functional needs; d. capable of protecting food from damage; e. environmentally appropriate; f. stackable and transportable.					
	Element 3 – Package food according to catering needs					
	1) Hygiene, OHS and local health requirements are met.					
	2) Environmental requirements for the food packaging are observed including: temperature control, humidity, design and constructions.					
	3) Appropriate packaging procedures are adopted according to enterprise specifications.					
	4) Foods are labeled according to Food Authority regulations.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 3.06.02.05 – PACKAGE PREPARED FOODSTUFFS

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.06.03.05 – TRANSPORT AND STORE FOOD IN A SAFE AND HYGIENIC MANNER

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify appropriate food transportation 1) Food transportation vehicles are selected according to government regulations including: temperature, lining, sealing.</p> <p>Element 2 – Transport food safely and hygienically 1) Food is packaged, loaded, restrained and unloaded appropriately. 2) Hygienic work practices are employed and OHS regulations observed and followed. 3) Appropriate records for food transportation are maintained.</p> <p>Element 3 – Store food safely and hygienically 1) Food storage environments are selected appropriate to specific food type including: dairy, meat & fish, fruit & vegetables, dried goods. 2) Appropriate environmental conditions for specific food types are maintained including temperature and humidity. 3) Hygienic work practices are employed and OHS regulations are observed and followed. 4) Nutritional quality is optimized. 5) Storage area is kept clean and free of contaminants.</p>	<p>UNIT VARIABLES This unit applies to all kinds of premises serving foods. Types of transportation being used will vary according to enterprise needs and the type of food being transported.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability in knowledge of hygiene and OHS requirements for food storage and transport. 2) Underpinning knowledge and skills required include: a. storage requirements for specific food types as appropriate; b. knowledge in food hazard control principles; c. stock control.</p>

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.06.03.05 - TRANSPORT AND STORE FOOD IN A SAFE AND HYGIENIC MANNER
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.06.03.05 - TRANSPORT AND STORE FOOD IN A SAFE AND HYGIENIC MANNER

Name of Candidate :
Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	

Element 1 – Identify appropriate food transportation						
	1) Food transportation vehicles are selected according to government regulations including: temperature, lining, sealing.					
Element 2 – Transport food safely and hygienically						
	1) Food is packaged, loaded, restrained and unloaded appropriately.					
	2) Hygienic work practices are employed and OHS regulations observed and followed.					
	3) Appropriate records for food transportation are maintained.					
Element 3 – Store food safely and hygienically						
	1) Food storage environments are selected appropriate to specific food type including: dairy, meat & fish, fruit & vegetables, dried goods.					
	2) Appropriate environmental conditions for specific food types are maintained including temperature and humidity.					
	3) Hygienic work practices are employed and OHS regulations are observed and followed.					
	4) Nutritional quality is optimized.					
	5) Storage area is kept clean and free of contaminants.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 3.06.03.05 - TRANSPORT AND STORE FOOD IN A SAFE AND HYGIENIC MANNER

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :
 Candidate Signature :
 Date of Assessment :

ASSESSMENT FILE
APEC SS 3.06.04.05 – OPERATE A FAST FOOD OUTLET

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare for service 1) Products and food items are checked and restocked where necessary. 2) MISE EN PLACE is carried out to ensure sufficient and appropriate food items are prepared in order to commence service. 3) MISE EN PLACE is completed before service commences. 4) On going requirements for additional food items are met at an appropriate time. 5) Service area and food items are displayed in a clean, hygienic and attractive manner.</p> <p>Element 2 – Serve customers 1) Customer requirements are determined and met, in terms of speed of service, quantity, quality, additions, and modifications to standard recipes and special requirements. 2) Customer relations skills are used to provide polite, efficient and effective service. 3) Assistance is provided to customers in selection of food items where required. 4) Selling skills are employed appropriately according to enterprise practices. 5) Thorough product knowledge is required and updated.</p> <p>Element 3 – Cook and prepare food 1) Appropriate equipment is selected and used correctly for particular cooking methods. 2) Correct ingredients are selected and assembled according to enterprise practices. 3) Appropriate cooking methods are employed according to enterprise procedures. 4) Foods requiring re-heating are heated at the correct temperatures for the required length of time, according to enterprise practices and the principles of food safety. 5) Work is organized in consultation with other team members where appropriate, to ensure that food is prepared or cooked in a timely manner and on-going customer service is provided. Portion control is used in order to minimize waste.</p> <p>Element 4 – Present food 1) Food items are presented attractively without drips or spills and according to enterprise requirements. 2) Food is portioned according to enterprise standards. 3) Food is presented in the appropriate hot or cold storage/presentation equipment.</p> <p>Element 5 – Store food 1) Food is stored in the correct manner according to principles and practices of hygiene and food safety. 2) Stock is monitored, accounted for and re-ordered when required.</p> <p>Element 6 – Clean and maintain equipment 1) Equipment is maintained according to manufacturer instructions. 2) Equipment is cleaned where required before, during and after completion of service.</p> <p>Element 7 – Comply with occupational health and safety regulations 1) Health and safety work practices are used according to government regulations. 2) MISE EN PLACE and cooking are carried out with regard to safe work practices. 3) Equipment is operated in a safe manner according to manufacturer instructions and principles of OHS.</p> <p>Element 8 – Observe principles of practices of hygiene 1) Personal hygiene is maintained at all times. 2) Food hygiene is maintained according to the principles and practices of hygiene and food safety.</p> <p>Element 9 – Handle financial transactions 1) Cash float is received and checked accurately using correct documents. 2) Cash registers are operated using manufacturer specifications and enterprise procedures. 3) Cash transactions are carried out promptly, correctly and accurately according to enterprise practices. 4) Non-cash transactions are carried out correctly according to enterprise procedures. 5) Safety of cash is ensured according to enterprise practices. 6) Reconciliation of takings is carried out accurately using specified documentation.</p>	<p>UNIT VARIABLES This unit applies to all kinds of premises indoor and outdoor. Food outlets may be: mobiles/trays, stands or carts. Fast food refers to food which has been prepared off-site and requires re-heating, and to simple food items which require basic cooking techniques including: hot dogs, pizza, fish & chips, hamburgers, fried chicken, pop corn, sandwiches, souvlaki/kebabs, noodles and pasta, pre-prepared soups, ice cream & shakes, coffee & tea, pre prepared snacks, fairy floss, pies. MISE EN PLACE refers to basic preparation before serving, including: a. assembling and preparing ingredients for menu items; b. cleaning, peeling and slicing fruits and vegetables; c. preparing simple food items such as salads, sandwiches, garnishes, coatings, and batters; d. selecting and handling such as thawing, reconstituting, regenerating, re-heating of portion controlled and convenience products; e. display goods in appropriate storage facility. Cooking methods include deep frying, grilling and an appropriate selection from the following as appropriate: hot plate, re heating, microwaving, baking, roasting, boiling, char-grilling, barbecue etc. Equipment includes microwaves, deep fryers, hot plates, rotisseries, pans and urns, bains marie, food warmers etc. Cash handling and storing equipment may include electronic or manual cash registers and strong boxes and individual cash bags.</p> <p>ASSESSMENT GUIDE 1) Evidence and underpinning knowledge should include demonstrated ability in: a. personal and food hygiene; b. customer relations and communication skills; c. basic knowledge of food and hospitality industry.</p>

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.06.04.05 - OPERATE A FAST FOOD OUTLET
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP APEC SKILL STANDARD 2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.06.04.05 - OPERATE A FAST FOOD OUTLET

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare for service						
	1) Products and food items are checked and restocked where necessary.					
	2) MISE EN PLACE is carried out to ensure sufficient and appropriate food items are prepared in order to commence service.					

	3) MISE EN PLACE is completed before service commences.					
	4) On going requirements for additional food items are met at an appropriate time.					
	5) Service area and food items are displayed in a clean, hygienic and attractive manner.					
Element 2 – Serve customers						
	1) Customer requirements are determined and met, in terms of speed of service, quantity, quality, additions, and modifications to standard recipes and special requirements.					
	2) Customer relations skills are used to provide polite, efficient and effective service.					
	3) Assistance is provided to customers in selection of food items where required.					
	4) Selling skills are employed appropriately according to enterprise practices.					
	5) Thorough product knowledge is required and updated.					
Element 3 – Cook and prepare food						
	1) Appropriate equipment is selected and used correctly for particular cooking methods.					
	2) Correct ingredients are selected and assembled according to enterprise practices.					
	3) Appropriate cooking methods are employed according to enterprise procedures.					
	4) Foods requiring re-heating are heated at the correct temperatures for the required length of time, according to enterprise practices and the principles of food safety.					
	5) Work is organized in consultation with other team members where appropriate, to ensure that food is prepared or cooked in a timely manner and on-going customer service is provided. Portion control is used in order to minimize waste.					
Element 4 – Present food						
	1) Food items are presented attractively without drips or spills and according to enterprise requirements.					
	2) Food is portioned according to enterprise standards.					
	3) Food is presented in the appropriate hot or cold storage/presentation equipment.					
Element 5 – Store food						
	1) Food is stored in the correct manner according to principles and practices of hygiene and food safety.					
	2) Stock is monitored, accounted for and re-ordered when required.					
Element 6 – Clean and maintain equipment						
	1) Equipment is maintained according to manufacturer instructions.					
	2) Equipment is cleaned where required before, during and after completion of service.					
Element 7 – Comply with occupational health and safety regulations						
	1) Health and safety work practices are used according to government regulations.					
	2) MISE EN PLACE and cooking are carried out with regard to safe work practices.					
	3) Equipment is operated in a safe manner according to manufacturer instructions and principles of OHS.					
Element 8 – Observe principles of practices of hygiene						
	1) Personal hygiene is maintained at all times.					
	2) Food hygiene is maintained according to the principles and practices of hygiene and food safety.					
Element 9 – Handle financial transactions						
	1) Cash float is received and checked accurately using correct documents.					
	2) Cash registers are operated using manufacturer specifications and enterprise procedures.					
	3) Cash transactions are carried out promptly, correctly and accurately according to enterprise practices.					
	4) Non-cash transactions are carried out correctly according to enterprise procedures.					
	5) Safety of cash is ensured according to enterprise practices.					
	6) Reconciliation of takings is carried out accurately using specified documentation.					

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.06.04.05 - OPERATE A FAST FOOD OUTLET

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :
 Candidate Signature :
 Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.06.05.05 – APPLY COOK-CHILL PRODUCTION SYSTEM

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Ensure good received conform to appropriate food hygiene and health standards 1) Temperature of delivered goods is within specified tolerances. 2) Meats, dairy and perishables are received and checked against requisition docket for quality and freshness as per enterprise specifications.</p> <p>Element 2 – Prepare and cook food to safe industry standards 1) The food is cooked to specified internal temperatures. 2) Microbiological and chemical changes are kept within safe tolerances. 3) Quality of food is consistently maintained at the optimum level in terms of freshness, taste and appearance.</p> <p>Element 3 – Chilled cooked foods 1) Time and temperature standards for chilling are fulfilled for blast chilling and water-bath chilling. 2) Food quality is maintained.</p> <p>Element 4 – Store cooked foods under refrigeration 1) Time and temperature standards for storage are fulfilled. 2) Spoilage is minimized. 3) Food is dynamically stored (first in – first out). 4) Appropriate containers for storage are selected. 5) Labeling is correct and clear. 6) Storage temperatures are monitored.</p> <p>Element 5 – Distribute cook-chill products 1) Where necessary food is transported from production kitchen to outlets by refrigerated transport or</p>	<p>UNIT VARIABLES This unit applied to the food production by cook-chill methods either in the counter or in a centralized kitchen.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability and underpinning knowledge in: a. temperature specifications for the maintenance of food quality; b. food storage requirements; c. principles and methods of</p>

insulated containers. 2) Safe handling of food is maintained throughout the distribution cycle. 3) Temperature levels are checked and recorded at dispatch and receiving. 4) Food hazard control requirements are applied during the entire cook-chill cycle. Element 6 – Re-heat cook chill food products 1) Reheating of food is executed to standard guidelines for bulk food, plated meals, sous-vide products, meals-on-wheels and take-away meals using appropriate methods including: low-heat convection, infra-red radiation, microwave, water bath, kettle, combination of convection ovens.	food production; d. cook-chill systems; e. use of cook-chill production equipment; f. Hygiene and OHS regulations; g. food hazard control requirements.
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.06.05.05 - APPLY COOK-CHILL PRODUCTION PROCESS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.06.05.05 - APPLY COOK-CHILL PRODUCTION PROCESS

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Ensure good received conform to appropriate food hygiene and health standards						
	1) Temperature of delivered goods is within specified tolerances.					
	2) Meats, dairy and perishables are received and checked against requisition docket for quality and freshness as per enterprise specifications.					
Element 2 – Prepare and cook food to safe industry standards						
	1) The food is cooked to specified internal temperatures.					
	2) Microbiological and chemical changes are kept within safe tolerances.					
	3) Quality of food is consistently maintained at the optimum level in terms of freshness, taste and appearance.					
Element 3 – Chilled cooked foods						
	1) Time and temperature standards for chilling are fulfilled for blast chilling and water-bath chilling.					
	2) Food quality is maintained.					
Element 4 – Store cooked foods under refrigeration						
	1) Time and temperature standards for storage are fulfilled.					
	2) Spoilage is minimized.					
	3) Food is dynamically stored (first in – first out).					
	4) Appropriate containers for storage are selected.					
	5) Labeling is correct and clear.					
	6) Storage temperatures are monitored.					
Element 5 – Distribute cook-chill products						
	1) Where necessary food is transported from production kitchen to outlets by refrigerated transport or insulated containers.					
	2) Safe handling of food is maintained throughout the distribution cycle.					
	3) Temperature levels are checked and recorded at dispatch and receiving.					
	4) Food hazard control requirements are applied during the entire cook-chill cycle.					
Element 6 – Re-heat cook chill food products						
	1) Reheating of food is executed to standard guidelines for bulk food, plated meals, sous-vide products, meals-on-wheels and take-away meals using appropriate methods including: low-heat convection, infra-red radiation, microwave, water bath, kettle, combination of convection ovens.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.06.05.05 - APPLY COOK-CHILL PRODUCTION PROCESS

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.06.06.05 – APPLY CATERING CONTROL PRINCIPLES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify procedures to reduce wastage 1) Procedures for reducing wastage are identified and assessed, including: portion control, ordering to specifications, stock rotation, using appropriate equipment, appropriate storage, standardized recipe and the application of stock control computer system. 2) Security measures to reduce loss are identified and applied.</p> <p>Element 2 – Carry out catering control procedures 1) Portion control is carried out effectively. 2) Calibrated equipment is used where appropriate to ensure correct portion control. 3) Recipes are followed accurately to avoid mistakes. 4) Ordering is appropriate for turnover and is adequate but minimum for requirements. 5) Stock is rotated and accurately documented. 6) Food is correctly and securely stored to minimize wastage or loss.</p> <p>Element 3 – Dispose of waste 1) Re-usable products including off-cuts, bones and trimmings are utilized effectively. 2) Recyclable products such as glass, plastics, papers and vegetable matters are utilized or disposed of in an environmentally appropriate way. 3) Non-recyclable products are disposed of according to OHS requirements and relevant regulations.</p>	<p>UNIT VARIABLES Catering control procedures are the processes and procedures implemented at the operational level that result in the control of costs, energy usage, materials and time.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability t and underpinning knowledge of: a. hygiene and OHS requirements; b. storage of food; c. ordering and stock control.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

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05	Results of Assessment	
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Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.06.06.05 - APPLY CATERING CONTROL PRINCIPLES

Name of Candidate :

Name of Assessor/s :

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** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Identify procedures to reduce wastage						
	1) Procedures for reducing wastage are identified and assessed, including: portion control, ordering to specifications, stock rotation, using appropriate equipment, appropriate storage, standardized recipe and the application of stock control computer system.					
	2) Security measures to reduce loss are identified and applied.					
Element 2 – Carry out catering control procedures						
	1) Portion control is carried out effectively.					

	2) Calibrated equipment is used where appropriate to ensure correct portion control.					
	3) Recipes are followed accurately to avoid mistakes.					
	4) Ordering is appropriate for turnover and is adequate but minimum for requirements.					
	5) Stock is rotated and accurately documented.					
	6) Food is correctly and securely stored to minimize wastage or loss.					
Element 3 – Dispose of waste						
	1) Re-usable products including off-cuts, bones and trimmings are utilized effectively.					
	2) Recyclable products such as glass, plastics, papers and vegetable matters are utilized or disposed of in an environmentally appropriate way.					
	3) Non-recyclable products are disposed of according to OHS requirements and relevant regulations.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.06.06.05 - APPLY CATERING CONTROL PRINCIPLES

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.06.07.05 – PREPARE DAILY MEAL PLANS TO PROMOTE GOOD HEALTH

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify dietary and nutritional needs of target group 1) Target groups are identified in terms of: age, life style, food preferences etc.</p> <p>Element 2 – Prepare daily meal plans and menus 1) A range of suitable foods, meals and menus are selected considering: general or specific dietary guidelines, individual likes and dislikes, food of differing energy and nutrient density, special needs of specific groups, menu planning principles. 2) Meal plans and menus that promote good health and reduce the incidence of diet-related health problems are developed. 3) Cyclic menus are prepared when required and balanced in terms of nutritional requirements and variety is considered. 4) Food preparation and cooking methods are recommended to maintain nutritional value of food. 5) Menus are evaluated to ensure appropriate nutritional contents and balance.</p> <p>Element 3 – Evaluate meals and menus 1) Meals and menus are evaluated to ensure customer satisfaction.</p>	<p>UNIT VARIABLES Target groups include all sectors of the population including infants, children, adolescents, aged and those with varying nutritional and energy requirements due to physical conditions, life style and preferences.</p> <p>Methods used to evaluate diet and meal plans and analyze foods may include computer programs, customer feedback questionnaires and interviews</p> <p>ASSESSMENT GUIDE 1) Evidence should include underpinning knowledge and demonstrated ability to: a. hygiene and OHS requirements; b. general and specific dietary guidelines; c. the food groups; d. food selection guides; e. suitable foods for selected target groups when planning diets and menus; f. food preparation skills to ensure maximum nutrition of foods and to assist in improving healthy food choices by clients; g. use of food analysis tables in the preparation of diet plans and menus</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.06.07.05 - PREPARE DAILY MEAL PLANS TO PROMOTE GOOD HEALTH
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.06.07.05 - PREPARE DAILY MEAL PLANS TO PROMOTE GOOD HEALTH

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Identify dietary and nutritional needs of target group						
	1) Target groups are identified in terms of: age, life style, food preferences etc.					
Element 2 – Prepare daily meal plans and menus						
	1) A range of suitable foods, meals and menus are selected considering: general or specific dietary guidelines, individual likes and dislikes, food of differing energy and nutrient density, special needs of specific groups, menu planning principles.					
	2) Meal plans and menus that promote good health and reduce the incidence of diet-related health problems are developed.					
	3) Cyclic menus are prepared when required and balanced in terms of nutritional requirements and variety is considered.					
	4) Food preparation and cooking methods are recommended to maintain nutritional value of food.					
	5) Menus are evaluated to ensure appropriate nutritional contents and balance.					
Element 3 – Evaluate meals and menus						
	1) Meals and menus are evaluated to ensure customer satisfaction.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 3.06.07.05 - PREPARE DAILY MEAL PLANS TO PROMOTE GOOD HEALTH

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.06.08.05 – SELECT CATERING SYSTEM

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify requirements for a catering system</p> <p>1) Reasons for a catering system are examined carefully and taken into a consideration. 2) Requirements for a catering system are identified, including: client profile, budget, menu type, production volume, available facilities and equipment, nutritional requirements, capability of kitchen team and training required, location of service points, holding requirements. 3) Specific requirements for installation are evaluated.</p> <p>Element 2 – Select the system required</p> <p>1) Information about the equipment used in the proposed system is taken into account, including for each stage: receiving, storing, preparation, preparation/cooking, post cooking storing, re-heating where applicable, serving. 2) Advantages and disadvantages of the chosen system are considered. 3) The production and organizational changes required to reflect the system are taken into account. 4) Menu items are compatible with the type of system chosen. 5) Quality control requirements for the system are identified. 6) Hazard and critical control points for the system are identified.</p>	<p>UNIT VARIABLES</p> <p>Catering refers to an integrated and distinct production, distribution and service system including fresh cook, cook chill – 5 days, cook chill – extended life; cook freeze.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated knowledge in fresh cook, cook chill – 5 days, cook chill – extended life, cook freeze.</p> <p>2) Underpinning knowledge and skills required include: a. nutrition principles; b. hygiene and OHS; c. food hazard and critical control points; d. government regulations.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	

03	Location of Assessment	
04	Unit Assessed	APEC SS 3.06.08.05 - SELECT CATERING SYSTEMS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.06.08.05 - SELECT CATERING SYSTEMS

Name of Candidate :
Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 – Identify requirements for a catering system					
	1) Reasons for a catering system are examined carefully and taken into a consideration.					
	2) Requirements for a catering system are identified, including: client profile, budget, menu type, production volume, available facilities and equipment, nutritional requirements, capability of kitchen team and training required, location of service points, holding requirements.					
	3) Specific requirements for installation are evaluated.					
	Element 2 – Select the system required					
	1) Information about the equipment used in the proposed system is taken into account, including for each stage: receiving, storing, preparation, preparation/cooking, post cooking storing, re-heating where applicable, serving.					
	2) Advantages and disadvantages of the chosen system are considered.					
	3) The production and organizational changes required to reflect the system are taken into account.					
	4) Menu items are compatible with the type of system chosen.					
	5) Quality control requirements for the system are identified.					
	6) Hazard and critical control points for the system are identified.					

Assessment Document 3

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.06.08.05 - SELECT CATERING SYSTEMS

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.06.09.05 – MANAGE FACILITIES ASSOCIATED WITH CATERING CONTRACTS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Maintain facilities associated with commercial catering contracts 1) Responsibility for specific maintenance functions is allocated in terms of in house or external sub contractors. 2) Regular maintenance is organized for the facilities and may include: gardening, cleaning, building & repairs, laundry, plumbing & electrical. 3) Budgetary targets established and maintained.</p> <p>Element 2 – Manage store and storage areas 1) Stock is purchased, received, stored and transferred according to enterprise requirements. 2) Effective stock control procedures are applied, including stock taking and reconciliation. 3) Storage area is maintained and stock transferred according to OHS regulations. 4) Stock is distributed according to acquisition.</p> <p>Element 3 – Maintain an assets register 1) All assets are clearly identified and registered. 2) Routine audits of assets are conducted. 3) Asset and</p>	<p>UNIT VARIABLES This unit applies to all kinds of premises in catering operations.</p> <p>ASSESSMENT GUIDE 1) Evidence should include knowledge and understanding of: stock control, sanitation,</p>

inventory reports are issued. Element 4 – Manage client services associated with the facility 1) Customer requirements are met including: car parking, public conveniences, ticket collection, security, recreational services, ushering, and lost property.	budgeting, OHS, health and hygiene regulations, and client management.
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.06.09.05 - MANAGE FACILITIES ASSOCIATED WITH COMMERCIAL CATERING CONTRACTS
05	Results of Assessment	
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.06.09.05 - MANAGE FACILITIES ASSOCIATED WITH COMMERCIAL CATERING CONTRACTS

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Maintain facilities associated with commercial catering contracts						
	1) Responsibility for specific maintenance functions is allocated in terms of in house or external sub contractors.					
	2) Regular maintenance is organized for the facilities and may include: gardening, cleaning, building & repairs, laundry, plumbing & electrical.					
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Element 2 – Manage store and storage areas						
	1) Stock is purchased, received, stored and transferred according to enterprise requirements.					
	2) Effective stock control procedures are applied, including stock taking and reconciliation.					
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	4) Stock is distributed according to acquisition.					
Element 3 – Maintain an assets register						
	1) All assets are clearly identified and registered.					
	2) Routine audits of assets are conducted.					
	3) Asset and inventory reports are issued.					
Element 4 – Manage client services associated with the facility						
	1) Customer requirements are met including: car parking, public conveniences, ticket collection, security, recreational services, ushering, and lost property.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 3.06.09.05 - MANAGE FACILITIES ASSOCIATED WITH COMMERCIAL CATERING CONTRACTS

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

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Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.06.10.05 – PLAN THE TOTAL CONCEPT FOR A MAJOR EVENT OR FUNCTION

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare a strategic plan for a major event or function</p> <p>1) The theme and operational context of the event/function is identified. 2) The elements of the total concept are defined including: budget, marketing, management, staffing, and logistics. 3) Operational procedures are detailed including: responsibilities, resources, security, purchasing, storage, production, distribution, client services and waste management.</p>	<p>UNIT VARIABLES</p> <p>Major events and functions include sporting events, defense operations, cultural festivals, agricultural shows, exhibitions, product launches, and major social celebration. It may be in a central location or across a range of smaller locations indoors or outdoors.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include detailed plans for all elements of the total concept and operational procedures.</p> <p>2) Evidence should also include knowledge and skills required include: a. financial control; b. marketing, c. hygiene; d. security/crowd control; e. human resource management; f. facilities management; g. waste management; h. OHS; i. stock control; j. food production techniques; k. nutrition; l. distribution of foodstuffs.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.06.10.05 - PLAN THE TOTAL CONCEPT FOR A MAJOR EVENT OR FUNCTION
05	Results of Assessment	
06	Comments & Feedback	

07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.06.10.05 - PLAN THE TOTAL CONCEPT FOR A MAJOR EVENT OR FUNCTION

Name of Candidate :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare a strategic plan for a major event or function						
	1) The theme and operational context of the event/function is identified.					
	2) The elements of the total concept are defined including: budget, marketing, management, staffing, and logistics.					
	3) Operational procedures are detailed including: responsibilities, resources, security, purchasing, storage, production, distribution, client services and waste management.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 3.06.10.05 - PLAN THE TOTAL CONCEPT FOR A MAJOR EVENT OR FUNCTION

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

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RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.06.11.05 – PREPARE TENDER FOR CATERING CONCEPT

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Clarify the requirements of specific tender briefs 1) Detailed requirements of contracts are identified and clarified. 2) Fixed and variable costing elements of contracts are identified including: food & beverage, transport, security, and staffing.</p> <p>Element 2 – Prepare submissions for senior management 1) Proposed operational details are listed including: mode of operation, staffing, transport, stock control, security / emergency plan and facilities management.</p>	<p>UNIT VARIABLES Catering contracts may be tendering for specific events or ongoing supply to venue/venues</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated knowledge and understanding of the following: costing & budgeting, marketing, security / crowd control, human resource management, facilities management and stock control.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.06.11.05 - PREPARE TENDERS FOR CATERING CONTRACTS

05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.06.11.05 - PREPARE TENDERS FOR CATERING CONTRACTS

Name of Candidate :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 – Clarify the requirements of specific tender briefs					
	1) Detailed requirements of contracts are identified and clarified.					
	2) Fixed and variable costing elements of contracts are identified including: food & beverage, transport, security, and staffing.					
	Element 2 – Prepare submissions for senior management					
	1) Proposed operational details are listed including: mode of operation, staffing, transport, stock control, security / emergency plan and facilities management.					

Assessment Document 3

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.06.11.05 - PREPARE TENDERS FOR CATERING CONTRACTS

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.06.12.05 / 3.05.xx.05 – PLAN AND CONTROL MENU BASED CATERING

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Plan and prepare menus 1) A variety of appropriate menu types are prepared as required by the enterprise. 2) Menus are calculated to comply with given costing restraints. 3) Where appropriate menus are prepared according to sequential manner.</p> <p>Element 2 – Control menu-based catering 1) Production schedules are planned to give consideration to menu constraints, available equipment, expertise of labor and available time. 2) Labor costs are controlled with consideration given to rosters, scheduling, award conditions and rates. 3) Product utilization and quality are optimized through the application of portion control and effective yield testing. 4) Stock control measures are applied by following correct receiving and storing procedures.</p> <p>Element 3 – Maintain security 1) Security is maintained in food production and storage area to minimize risks of theft, damage or loss.</p>	<p>UNIT VARIABLES Menu items are planned to take into account: a. achieving balance in the variety of cooking principles, colors, tastes and food textures; b. nutritional values; c. seasonal availability; d. popularity in sales; e. cost calculation. Menus are prepared using: a. terminology appropriate to the market and style of menu; b. item description, which will promote the dishes. Catering may be applied to banquets, functions, breakfast, lunches, dinners, parties, open kitchen etc either inside or outside enterprise premises. Types of menu may include: table d’hote, ala carte, set, function, cyclical. Catering control systems can be manual or computerized and may include: a. production planning sheets; b. sales analysis for; c. daily kitchen report; d. wastage sheets.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to efficiently plan and prepare menu-based catering to a level acceptable by the enterprise. Evidence should also include a detailed understanding of the different types of catering menus, sequential orders of the menu and menu based cost calculation. 2) Underpinning knowledge and skills required include: a. organization skills and teamwork; b. safe work practices in relation to bending, lifting and using knives; c. principles of nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in the enterprise; e. principles and practices of hygiene; f. logical time and efficient workflow; g. inventory and stock control system; h. nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in the enterprise; i. purchasing, receiving, storing holding and issuing procedures; j. costing, yield testing; and portion control; k. historical development of menus and modern trends in menus.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
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03	Location of Assessment	
04	Unit Assessed	APEC SS 3.06.12.05 / APEC SS 3.05.xx.05 - PLAN AND CONTROL MENU BASED CATERING
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.06.12.05 / APEC SS 3.05.xx.05 - PLAN AND CONTROL MENU BASED CATERING

Name of Candidate :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**	***C/ NYC
---------	----------------------	----------------------	-----------

		V D	S F	C U	A U
Element 1 – Plan and prepare menus					
	1) A variety of appropriate menu types are prepared as required by the enterprise.				
	2) Menus are calculated to comply with given costing restraints.				
	3) Where appropriate menus are prepared according to sequential manner.				
Element 2 – Control menu-based catering					
	1) Production schedules are planned to give consideration to menu constraints, available equipment, expertise of labor and available time.				
	2) Labor costs are controlled with consideration given to rosters, scheduling, award conditions and rates.				
	3) Product utilization and quality are optimized through the application of portion control and effective yield testing.				
	4) Stock control measures are applied by following correct receiving and storing procedures.				
Element 3 – Maintain security					
	1) Security is maintained in food production and storage area to minimize risks of theft, damage or loss.				

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.06.12.05 / APEC SS 3.05.xx.05 - PLAN AND CONTROL MENU BASED CATERING

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

ASSESSMENT MATERIALS
APEC SKILL STANDARD UNITS
2005

ASSESSMENT FILE BY UNITS
CHAPTER 3.07 - PATISSERIE (13 Units)

SUMMARY OF UNITS

Unit code	Unit Name	Elmts	Total PC
3.07.01.05	Prepare and produce pastries	2	1+2 = 3
3.07.02.05	Prepare and produce cakes	2	1+2 = 3
3.07.03.05	Prepare and produce yeast goods	2	1+2 = 3
3.07.04.05	Prepare bakery products for patissiers	2	4+2 = 6
3.07.05.05	Prepare and present Gateaux, Torten and cakes	4	3+3+4+1 = 11
3.07.06.05	Present desserts	3	4+2+2 = 8
3.07.07.05	Prepare and display petit fours	6	4+4+1+2+1+1 = 13
3.07.08.05	Prepare and model marzipan	4	2+3+1+3 = 9
3.07.09.05	Prepare desserts to meet special dietary requirements	3	3+1+1 = 5
3.07.10.05	Prepare and display sugar works	6	4+1+2+4+5+3 = 19
3.07.11.05	Prepare chocolate and chocolate confectionery	6	3+5+3+4+5+2 = 22
3.07.12.05	Plan, prepare and display sweet buffet show pieces	3	3+5+3 = 11
3.07.13.05	Plan and operate coffee shops	4	4+4+3+2 = 13
	Total 13 units	47	126

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.07.01.05 – PREPARE AND PRODUCE PASTRIES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare, decorate and present pastries 1) A variety of pastries and pastry products are produced according to standard recipe and enterprise practices</p> <p>Element 2 – Portion and store pastries 1) Portion control is applied to minimize wastage. 2) Pastry products are stored correctly to minimize spoilage and wastage.</p>	<p>UNIT VARIABLES This unit applies to all establishments where basic pastries are prepared. Basic pastries include short and sweet paste, chou paste, puff paste, strudel dough.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability in knowledge of ingredients of pastries including recognition of required quality, and the production of selected pastries to a consistent standard. 2) Underpinning knowledge and skills required include: a. OHS; b. food and personal hygiene</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.07.01.05 - PREPARE AND PRODUCE PASTRIES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP

APEC SKILL STANDARD 2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.07.01.05 - PREPARE AND PRODUCE PASTRIES

Name of Candidate :

Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

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*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare, decorate and present pastries						
	1) A variety of pastries and pastry products are produced according to standard recipe and enterprise practices					
Element 2 – Portion and store pastries						
	1) Portion control is applied to minimize wastage.					
	2) Pastry products are stored correctly to minimize spoilage and wastage.					

Assessment Document 3

APEC TOURISM WORKING GROUP APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.07.01.05 - PREPARE AND PRODUCE PASTRIES

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

<p>ASSESSMENT FILE</p> <p>APEC SS 3.07.02.05 – PREPARE AND PRODUCE CAKES</p>
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ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare, produce and decorate cakes</p> <p>1) A selection of cakes and sponges are prepared and decorated according to standard recipe and enterprise practices.</p> <p>Element 2 – Portion and store cakes</p> <p>1) Portion control is applied to minimize wastage. 2) Cakes and sponges are stored correctly to minimize spoilage and wastage.</p>	<p>UNIT VARIABLES</p> <p>This unit applies to all establishments where basic cakes are prepared. Basic cakes refer to a small range of cakes and sponges</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated ability in knowledge of ingredients of cakes and sponges including recognition of required quality, and the production of selected cakes and sponges to a consistent standard. 2) Underpinning knowledge and skills required include: a. OHS; b. food and personal hygiene</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

<p>1. APEC SS ASSESSMENT COVER SHEET</p>

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01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.07.02.05 - PREPARE AND PRODUCE CAKES
05	Results of Assessment	
06	Comments & Feedback	

07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.07.02.05 - PREPARE AND PRODUCE CAKES

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare, produce and decorate cakes						
	1) A selection of cakes and sponges are prepared and decorated according to standard recipe and enterprise practices.					
Element 2 – Portion and store cakes						
	1) Portion control is applied to minimize wastage.					
	2) Cakes and sponges are stored correctly to minimize spoilage and wastage.					

Assessment Document 3

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.07.02.05 - PREPARE AND PRODUCE CAKES

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

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Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.07.03.05 – PREPARE AND PRODUCE YEAST GOODS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare and produce yeast goods 1) A selection of yeast based products are prepared and decorated according to recipes and enterprise practices.</p> <p>Element 2 – Portion and store yeast goods 1) Portion control is applied to minimize wastage. 2) Yeast products are stored to maintain freshness.</p>	<p>UNIT VARIABLES This unit applies to all establishments where basic yeast goods are prepared. Basic yeast goods include basic breads and buns. Yeast raised pastries include Danish Pastries, croissants, brioche, babas and savarin.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability in knowledge of ingredients of cakes and sponges including recognition of required quality, and the production of selected yeast goods to a consistent standard. 2) Underpinning knowledge and skills required include: a. OHS; b. food and personal hygiene.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
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02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.07.03.05 - PREPARE AND PRODUCE YEAST GOODS

05	Results of Assessment	
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**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.07.03.05 - PREPARE AND PRODUCE YEAST GOODS

Name of Candidate :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare and produce yeast goods						
	1) A selection of yeast based products are prepared and decorated according to recipes and enterprise practices.					
Element 2 – Portion and store yeast goods						
	1) Portion control is applied to minimize wastage.					
	2) Yeast products are stored to maintain freshness.					

Assessment Document 3

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.07.03.05 - PREPARE AND PRODUCE YEAST GOODS

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

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Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.07.04.05 – PREPARE BAKERY PRODUCTS FOR PATISSIERS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare and produce bakery products 1) Ingredients are selected, measured and weighed and brought to correct temperature according to recipe requirements. 2) Dough is prepared to correct consistency, shaped and baked to standard recipe specifications and enterprise practices. 3) Bakery products are baked at correct proof and at specified temperature. 4) Bakery items are completed displaying desired product characteristics.</p> <p>Element 2 – Store bakery products 1) Bakery products are stored at the correct conditions to maintain quality and extend shelf-life. 2) Packaging is appropriate for the preservation of freshness and eating qualities.</p>	<p>UNIT VARIABLES This unit applies to all establishments where bakery products are prepared. Bakery products include a wide selection of: breakfast and savoury items, breakfast and specialty items, lunch and dinner rolls, festive baking from a variety of ethnic and cultural backgrounds, and health and diet specific items such as gluten free, fat free etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability in: a. knowledge of ingredients of bakery products including recognition of required quality, and the production of selected bakery products to a consistent standard; b. identifying, handling and storing of commodities; c. properties of ingredients used and their interaction and changes during processing; d. properties and requirements of yeast and control of yeast action; e. process of fermentation and dough development; f. expected taste, texture and crumb structure appropriate for the particular item; g. ratio of ingredients to produce balance formula; h. defining and applying corrective steps to ensure quality control; i. functional and routine maintenance of equipment used; j. appropriate technical and culinary terms; k. the influence of correct portion control, yields, weights and sizes on the profitability of enterprise. 2) Underpinning knowledge and skills required include: a. OHS; b. food and personal hygiene; c. nutrition.</p>

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APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
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03	Location of Assessment	
04	Unit Assessed	APEC SS 3.07.04.05 - PREPARE BAKERY PRODUCTS FOR PATISSIERS
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08	Appeal/Review Process	

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APEC TOURISM WORKING GROUP APEC SKILL STANDARD 2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.07.04.05 - PREPARE BAKERY PRODUCTS FOR PATISSIERS

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare and produce bakery products						
	1) Ingredients are selected, measured and weighed and brought to correct temperature according to recipe requirements.					
	2) Dough is prepared to correct consistency, shaped and baked to standard recipe specifications and enterprise practices.					

	3) Bakery products are baked at correct proof and at specified temperature.				
	4) Bakery items are completed displaying desired product characteristics.				
Element 2 – Store bakery products					
	1) Bakery products are stored at the correct conditions to maintain quality and extend shelf-life.				
	2) Packaging is appropriate for the preservation of freshness and eating qualities.				

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.07.04.05 - PREPARE BAKERY PRODUCTS FOR PATISSIERS

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

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Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.07.05.05 – PREPARE AND PRESENT GATEAUX, TORTEN AND CAKES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
Element 1 – Prepare sponges and cakes 1) Ingredients are selected, measured and weighed and brought to correct temperature according to standard recipe and enterprise practices. 2) Sponges and cakes are prepared to recipe specifications and baked to achieve correct	UNIT VARIABLES The preparation of cakes includes the preparation of sponges, gateaux, torten and cakes. ASSESSMENT GUIDE

<p>color, crumb structure and moisture retention. 3) Sponges and cakes are cooled and stored under conditions retaining maximum eating quality and freshness.</p> <p>Element 2 – Prepare and use fillings</p> <p>1) A selection of fillings is prepared with desirable flavors and to correct consistency and applied in correct amounts to standard recipe specifications and enterprise practice. 2) Cakes are assembled and sides and tops are masked, covered or coated to achieve even, straight and smooth surfaces as required by recipe specifications. 3) Products are decorated using designs suited to the product and the occasion according to enterprise practice.</p> <p>Element 3 – Present cakes</p> <p>1) Appropriate equipment for display and service is selected. 2) A range of cakes are arranged for display in an appealing manner and to meet customer expectations and to enterprise standards. 3) Service temperature of products is appropriate for maintaining freshness and flavor. 4) Portion controlled cakes are marked and/or cut precisely according to enterprise specifications.</p> <p>Element 4 – Store cakes</p> <p>1) Cakes are stored at the correct temperature and conditions to maintain quality and extend shelf-life.</p>	<p>1) Evidence should include demonstrated ability in: a. knowledge of ingredients of bakery products including recognition of required quality, and the production of a basic range of gateaux, torten and cakes to a consistent standard; b. identifying, handling and storing of commodities; c. properties of ingredients used and their interaction and changes during processing; d. expected taste, texture and crumb structure appropriate for the particular item; e. ratio of ingredients to produce balance formula; f. defining and applying corrective steps to ensure quality control; g. functional and routine maintenance of equipment used; h. the influence of correct portion control, yields, weights and sizes on the profitability of enterprise.</p> <p>2) Underpinning knowledge and skills required include: a. OHS; b. food and personal hygiene; c. nutrition.</p>
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Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.07.05.05 - PREPARE AND PRESENT GATEUX, TORTEN AND CAKES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP

APEC SKILL STANDARD 2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.07.05.05 - PREPARE AND PRESENT GATEUX, TORTEN AND CAKES

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare sponges and cakes						
	1) Ingredients are selected, measured and weighed and brought to correct temperature according to standard recipe and enterprise practices.					
	2) Sponges and cakes are prepared to recipe specifications and baked to achieve correct color, crumb structure and moisture retention.					
	3) Sponges and cakes are cooled and stored under conditions retaining maximum eating quality and freshness.					
Element 2 – Prepare and use fillings						
	1) A selection of fillings is prepared with desirable flavors and to correct consistency and applied in correct amounts to standard recipe specifications and enterprise practice.					
	2) Cakes are assembled and sides and tops are masked, covered or coated to achieve even, straight and smooth surfaces as required by recipe specifications.					
	3) Products are decorated using designs suited to the product and the occasion according to enterprise practice.					
Element 3 – Present cakes						
	1) Appropriate equipment for display and service is selected.					
	2) A range of cakes are arranged for display in an appealing manner and to meet customer expectations and to enterprise standards.					
	3) Service temperature of products is appropriate for maintaining freshness and flavor.					
	4) Portion controlled cakes are marked and/or cut precisely according to enterprise specifications.					
Element 4 – Store cakes						
	1) Cakes are stored at the correct temperature and conditions to maintain quality and extend shelf-life.					

Assessment Document 3

APEC TOURISM WORKING GROUP APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.07.05.05 - PREPARE AND PRESENT GATEUX, TORTEN AND CAKES

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

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Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.07.06.05 – PRESENT DESSERTS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Present and serve plated desserts</p> <p>1) Desserts are portioned and presented in a tasteful and appetizing manner according to enterprise standards. 2) Dessert presentation show artistic flair appropriate for the occasion and the item presented. 3) Desserts are plated and decorated with attention to eye appeal and practicality to service. 4) Service temperature of desserts and service crockery is correctly controlled when serving hot, cold, or frozen desserts.</p> <p>Element 2 – Plan, prepare and conduct a dessert trolley presentation</p> <p>1) Where utilized, dessert trolley services are planned and are also appropriate to available facilities and equipment as well as customer establishment requirements. 2) A variety of desserts are prepared and arranged for display along with sauces and garnishes.</p> <p>Element 3 – Store desserts</p> <p>1) Desserts are stored at the appropriate temperature and under the correct conditions to maintain quality, freshness and customer appeal. 2) Packaging is appropriate for the preservation of taste, appearance and eating characteristics.</p>	<p>UNIT VARIABLES</p> <p>The term desserts include prepared portions of the following types; pudding / pies / tarts / flans / fritters, custards / creams, prepared fruit, charlotte / bavarois / mousse / soufflé / sabayon, meringues / crepes / omelets, sorbet / ice cream / bombe / parfait.</p> <p>Sweets include foods from varying cultural origins and may be derived from classical or contemporary recipes.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated ability to efficiently present sweets to enterprise standards and detailed understanding of the different types of desserts.</p> <p>2) Underpinning knowledge and skills required include: a. safe working practices particularly in bending and lifting; b. culinary terms commonly used in the enterprise; c. principles and practices of hygiene; d. logical and time efficient work flow; e. inventory and stock control system; f. purchasing, receiving, storing, holding and issuing procedures; g. costing, yield testing, portion control.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.07.06.05 - PRESENT DESSERT
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.07.06.05 - PRESENT DESSERT

Name of Candidate :
Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Present and serve plated desserts						
	1) Desserts are portioned and presented in a tasteful and appetizing manner according to enterprise standards.					
	2) Dessert presentation show artistic flair appropriate for the occasion and the item presented.					

	3) Desserts are plated and decorated with attention to eye appeal and practicality to service.					
	4) Service temperature of desserts and service crockery is correctly controlled when serving hot, cold, or frozen desserts.					
Element 2 – Plan, prepare and conduct a dessert trolley presentation						
	1) Where utilized, dessert trolley services are planned and are also appropriate to available facilities and equipment as well as customer establishment requirements.					
	2) A variety of desserts are prepared and arranged for display along with sauces and garnishes.					
Element 3 – Store desserts						
	1) Desserts are stored at the appropriate temperature and under the correct conditions to maintain quality, freshness and customer appeal.					
	2) Packaging is appropriate for the preservation of taste, appearance and eating characteristics.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 3.07.06.05 - PRESENT DESSERT

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

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Assessor/s Signature/s :
 Candidate Signature :
 Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.07.07.05 – PREPARE AND DISPLAY PETIT FOURS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare iced petits fours 1) Sponges, bases and fillings are prepared, assembled and cut according to standard recipes and enterprise practice. 2) Fillings are of good flavor and at correct consistency before being used. 3) Fondant icing is brought to correct temperature and consistency to achieve correct coating thickness and glossy surface. 4) Design and decorations complement the situation and maximize eye appeal.</p> <p>Element 2 – Prepare fresh petits fours 1) A selection of mini sized shapes are piped from choux, paste, baked, filled and decorated. 2) Blind bakes sweet paste bases are prepared in small moulds or tins in a variety of shapes. 3) Applied fillings are of good flavor and correct consistency. 4) Appropriate garnishes, glazes and finishes to enhance flavor and eye appeal are applied.</p> <p>Element 3 – Prepare marzipan petits fours 1) Good quality marzipan is appropriately flavored and shaped into mini size fruits and coated to preserve desired eating characteristics; or softened with egg whites and piped into shapes and sealed / browed by applying heat according to enterprise practices.</p> <p>Element 4 – Prepare caramelized petits fours 1) Fresh fruits or fruit segments are selected and coated with a pale amber colored caramel. 2) Fried fruits or nuts or sandwiched with appropriately flavored marzipan are coated with pale amber colored caramel according to specifications and to establishment standards.</p> <p>Element 5 – Display petits fours 1) Petits fours are displayed to achieve maximum customer appeal and highlight competent workmanship.</p> <p>Element 6 – Store petits fours 1) Petits fours are stored at correct temperatures and conditions to maintain maximum eating qualities.</p>	<p>UNIT VARIABLES Petits fours glazes may include sponge base assembled with appropriately flavored fillings cut into a variety of shapes, iced and decorated. Marzipan based petits fours may be modeled by hand or with the aid of molds and may be appropriately flavored and colored and sealed with cocoa butter or food lacquer. Caramelized petits fours include fresh or dried fruits and nuts, filled or unfilled, coated with a light golden colored caramel. Fresh petits fours include bases prepared from choux or sweet paste with an appropriate filling and/or topping and decorations. Fillings include appropriately flavored custard, creams or ganache. Toppings and decorations include a variety of fresh fruits, glazes, fondant or chocolate.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to efficiently produce an extensive range of petits fours with consistency in size, shapes, quality and presentation; and demonstration of artistic skills. 2) Underpinning knowledge and skills required include: a. OHS and hygiene; b. identifying, handling and storing of commodities; c. properties of ingredients used and their interaction and changes during processing; d. expected taste, texture and crumb structure appropriate for the particular item; e. precise working methods used in production and display; f. defining and applying corrective steps to ensure quality control; g. appropriate technical and culinary terms.</p>

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APEC TOURISM WORKING GROUP

APEC SKILL STANDARD (APEC SS)

2005

1. APEC SS ASSESSMENT COVER SHEET

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01	Name of Candidate	Xxx
02	Date & Time of Assessment	
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04	Unit Assessed	APEC SS 3.07.07.05 - PREPARE AND DISPLAY PETITS FOURS
05	Results of Assessment	

06	Comments & Feedback	
07	Name of Assessor	
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.07.07.05 - PREPARE AND DISPLAY PETITS FOURS

Name of Candidate :
 Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare iced petits fours						
	1) Sponges, bases and fillings are prepared, assembled and cut according to standard recipes and enterprise practice.					
	2) Fillings are of good flavor and at correct consistency before being used.					
	3) Fondant icing is brought to correct temperature and consistency to achieve correct coating thickness and glossy surface.					
	4) Design and decorations complement the situation and maximize eye appeal.					
Element 2 – Prepare fresh petits fours						
	1) A selection of mini sized shapes are piped from choux, paste, baked, filled and decorated.					
	2) Blind bakes sweet paste bases are prepared in small moulds or tins in a variety of shapes.					
	3) Applied fillings are of good flavor and correct consistency.					
	4) Appropriate garnishes, glazes and finishes to enhance flavor and eye appeal are applied.					
Element 3 – Prepare marzipan petits fours						
	1) Good quality marzipan is appropriately flavored and shaped into mini size fruits and coated to preserve desired eating characteristics; or softened with egg whites and piped into shapes and sealed / browed by applying heat according to enterprise practices.					
Element 4 – Prepare caramelized petits fours						
	1) Fresh fruits or fruit segments are selected and coated with a pale amber colored caramel.					
	2) Fried fruits or nuts or sandwiched with appropriately flavored marzipan are coated with pale amber colored caramel according to specifications and to establishment standards.					
Element 5 – Display petits fours						
	1) Petits fours are displayed to achieve maximum customer appeal and highlight competent workmanship.					

Element 6 – Store petits fours					
1) Petits fours are stored at correct temperatures and conditions to maintain maximum eating qualities.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.07.07.05 - PREPARE AND DISPLAY PETITS FOURS

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.07.08.05 – PREPARE AND MODEL MARZIPAN

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare modeling marzipan</p> <p>1) Ingredients are selected, weighed and worked together to achieve desired composition and characteristics of quality modeling marzipan. 2) Potential problems are identified and appropriate preventive measures are taken to maintain desired characteristics and to eliminate risks concerning hygiene.</p> <p>Element 2 – Prepare molded and modeled shapes</p> <p>1) Marzipan is mould or modeled to achieve a variety of figures, shapes and flowers. 2) Color, decorations and coating agents are applied to enhance</p>	<p>UNIT VARIABLES</p> <p>Preparing marzipan refers to combining manufactured factory marzipan paste, pure icing sugar and glucose syrup to a smooth paste of a consistency best suited for its intended purpose.</p> <p>The handling of marzipan includes: modeling into shapes, figures or flowers, and covering cakes, gateaux, torten or petits fours with a pinned out layer</p>

<p>presentation and to suit the purpose. 3) Finished shapes are sealed to preserve freshness and eating quality.</p> <p>Element 3 – Store marzipan products</p> <p>1) Products are made from marzipan are stored at the correct temperature and condition to avoid excessive crust formation and drying out and to maintain maximum eating quality.</p> <p>Element 4 – Manipulate marzipan to cover cakes, gateaux, torten and petits fours</p> <p>1) Marzipan is rolled out to specified size and thickness. 2) Surface of the item to be covered is prepared to be level and smooth. 3) Covering techniques applied to re-salt in smooth and seamless finish.</p>	<p>of marzipan.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence and underpinning knowledge and skills required include: a. OHS; b. hygiene requirements relating to possible spoilage by bacteria or mold during preparation, handling and storage of marzipan; c. identifying, handling and storing marzipan and marzipan products and recognizing factors affecting their quality; d. artistic skills and creativity; e. production of a range of marzipan products with consistency in quality and appearance.</p>
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Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.07.08.05 - PREPARE AND MODEL MARZIPAN
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.07.08.05 - PREPARE AND MODEL MARZIPAN

Name of Candidate :
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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare modeling marzipan						
	1) Ingredients are selected, weighed and worked together to achieve desired composition and characteristics of quality modeling marzipan.					
	2) Potential problems are identified and appropriate preventive measures are taken to maintain desired characteristics and to eliminate risks concerning hygiene.					
Element 2 – Prepare molded and modeled shapes						
	1) Marzipan is mould or modeled to achieve a variety of figures, shapes and flowers.					
	2) Color, decorations and coating agents are applied to enhance presentation and to suit the purpose.					
	3) Finished shapes are sealed to preserve freshness and eating quality.					
Element 3 – Store marzipan products						
	1) Products are made from marzipan are stored at the correct temperature and condition to avoid excessive crust formation and drying out and to maintain maximum eating quality.					
Element 4 – Manipulate marzipan to cover cakes, gateaux, torten and petits fours						
	1) Marzipan is rolled out to specified size and thickness.					
	2) Surface of the item to be covered is prepared to be level and smooth.					
	3) Covering techniques applied to re-salt in smooth and seamless finish.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.07.08.05 - PREPARE AND MODEL MARZIPAN

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.07.09.05 – PREPARE DESSERTS TO MEET SPECIAL DIETARY REQUIREMENTS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare dietary desserts 1) Ingredients are selected to strict criteria for a particular dietary requirement. 2) Ingredients are measured and weighed and brought to correct temperature according to recipe requirements. 3) Desserts are produced to special dietary recipes or nutritional guidelines.</p> <p>Element 2 – Prepare dessert sauces 1) Hot or cold sauces are produced to a desired consistency and appropriately flavored using ingredients according to dietary requirements.</p> <p>Element 3 – Store dietary desserts 1) Dietary desserts are stored at the appropriate temperature and under the correct conditions to maintain quality, freshness and customer appeal.</p>	<p>UNIT VARIABLES Special dietary desserts refer to desserts where aspects of nutrition, diets or allergies influence the composition and the ingredients permitted to be used, such as diabetic desserts, low fat desserts, flour free etc.</p> <p>ASSESSMENT GUIDE 1) Evidence and underpinning knowledge, skills and understanding required include: a. OHS, Food & Drugs regulations, Health regulations, hygiene and nutrition; b. desserts and dessert recipes suitable for a variety of dietary requirements; c. identifying, handling and storing marzipan and marzipan products and recognizing factors affecting their quality; d. the expected taste, texture and structure appropriate for the particular item according to industry standards; e. the influence of correct portion control, yields and sizes on permitted dietary intake and on the profitability of an establishment.; f. the production of a range of desserts suitable for a variety of dietary requirements and allergy intolerance.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of	

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03	Location of Assessment	
04	Unit Assessed	APEC SS 3.07.09.05 - PREPARE DESSERTS TO MEET SPECIAL DIETARY REQUIREMENTS
05	Results of Assessment	
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Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.07.09.05 - PREPARE DESSERTS TO MEET SPECIAL DIETARY REQUIREMENTS

Name of Candidate :
Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare dietary desserts						
	1) Ingredients are selected to strict criteria for a particular dietary requirement.					
	2) Ingredients are measured and weighed and brought to correct temperature according to recipe requirements.					
	3) Desserts are produced to special dietary recipes or nutritional guidelines.					
Element 2 – Prepare dessert sauces						
	1) Hot or cold sauces are produced to a desired consistency and appropriately flavored using ingredients according to dietary requirements.					
Element 3 – Store dietary desserts						
	1) Dietary desserts are stored at the appropriate temperature and under the correct conditions to maintain quality, freshness and customer appeal.					

Assessment Document 3

APEC TOURISM WORKING GROUP

APEC SKILL STANDARD

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APEC SS 3.07.09.05 - PREPARE DESSERTS TO MEET SPECIAL DIETARY REQUIREMENTS

Name of Candidate :

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EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE

APEC SS 3.07.10.05 – PREPARE AND DISPLAY SUGAR WORKS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Boil sugar</p> <p>1) Sugar and water are combined, cleaned and boiled to required temperature and colored appropriately for intended use. 2) Boiled sugar solution is handled safely and used according to standard recipes and enterprise practices. 3) Specified preparation method is applied to suitable work surfaces for pulling sugar according to standard industry practice. 4) Special equipment for boiling sugar is used correctly and safely.</p> <p>Element 2 – Pull boiled sugar</p> <p>1) Boiled sugar is manipulated to avoid crust forming and is pulled at correct temperature in a safe manner.</p> <p>Element 3 – Stored pulled sugar</p> <p>1) Pulled sugar is suitably portioned for intended use. 2) Correct packaging methods are applied to ensure pulled sugar pieces are perfectly sealed, preferably in a vacuum. 3) Correct storage procedures are applied to ensure extended shelf life.</p>	<p>UNIT VARIABLES</p> <p>The preparation of sugar includes boiling to various pre-determined temperature stages suitable for pulling or casting.</p> <p>Pulling refers to manipulating boiled sugar after initial cooling to incorporate air and to achieve elasticity and sheen.</p> <p>Casting refers to pouring boiled sugar into prepared frame work or moulds or into free flowing shapes.</p> <p>The preparation of sugar casts includes casting of individual segments, assembling, decorating, and preparing for storage or display.</p>

<p>Element 4 – Plan sugar works</p> <p>1) Sugar work is planned appropriate for the occasion with consideration to the time available for preparation. 2) Sketches drawn outline forms / shapes, colors, supports and decorations. 3) Formwork and working surface are appropriately prepared and the amounts of the required quantities of the differently colored sugar calculated. 4) Appropriate equipment and materials are selected.</p> <p>Element 5 – Prepare sugar works</p> <p>1) Sugar is boiled, colored and the temperature arrested at the correct point. 2) Boiled sugar is shaped into desired forms applying appropriate techniques and skills with attention to correct and even thickness. 3) Formwork is removed from sugar at the correct stage of hardening. Pieces are moved to cooler spots to accelerate cooling process. 4) Sugar center pieces are assembled with attention to balance, proportion and strength. 5) Sugar work is decorated with a sense of artistry, appropriate for the occasion and to create customer appeal.</p> <p>Element 6 – Display sugar works</p> <p>1) Sugar work is displayed in an attractive manner to enhance food displays. 2) Sugar work complements the displayed food with harmony and balance. 3) Sugar work is correctly stored according to establishment procedures and protected from humidity, dust and heat.</p>	<p>ASSESSMENT GUIDE</p> <p>1) Evidence and underpinning knowledge, skills and understanding required include: a. causes of premature crystallization of boiled sugar and methods to avoid it; b. influence of cleanliness of materials used on the boiling process and quality outcome; c. safety requirements related to possible dangers when handling boiled sugar at high temperatures; d. basic First Aid for treatment of burns in case of accidents; e. pulling and casting sugar; f. artistic skills and creativity; g. production of extensive range of sugar works.</p>
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Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.07.10.05 - PREPARE AND DISPLAY SUGAR WORKS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
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Assessment Document 2

APEC TOURISM WORKING GROUP

APEC SKILL STANDARD 2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.07.10.05 - PREPARE AND DISPLAY SUGAR WORKS

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Boil sugar						
	1) Sugar and water are combined, cleaned and boiled to required temperature and colored appropriately for intended use.					
	2) Boiled sugar solution is handled safely and used according to standard recipes and enterprise practices.					
	3) Specified preparation method is applied to suitable work surfaces for pulling sugar according to standard industry practice.					
	4) Special equipment for boiling sugar is used correctly and safely.					
Element 2 – Pull boiled sugar						
	1) Boiled sugar is manipulated to avoid crust forming and is pulled at correct temperature in a safe manner.					
Element 3 – Stored pulled sugar						
	1) Pulled sugar is suitably portioned for intended use.					
	2) Correct packaging methods are applied to ensure pulled sugar pieces are perfectly sealed, preferably in a vacuum.					
	3) Correct storage procedures are applied to ensure extended shelf life.					
Element 4 – Plan sugar works						
	1) Sugar work is planned appropriate for the occasion with consideration to the time available for preparation.					
	2) Sketches drawn outline forms / shapes, colors, supports and decorations.					
	3) Formwork and working surface are appropriately prepared and the amounts of the required quantities of the differently colored sugar calculated.					
	4) Appropriate equipment and materials are selected.					
Element 5 – Prepare sugar works						
	1) Sugar is boiled, colored and the temperature arrested at the correct point.					
	2) Boiled sugar is shaped into desired forms applying appropriate techniques and skills with attention to correct and even thickness.					
	3) Formwork is removed from sugar at the correct stage of hardening. Pieces are moved to cooler spots to accelerate cooling process.					
	4) Sugar center pieces are assembled with attention to balance, proportion and strength.					
	5) Sugar work is decorated with a sense of artistry, appropriate for the occasion and to create customer appeal.					
Element 6 – Display sugar works						
	1) Sugar work is displayed in an attractive manner to enhance food displays.					
	2) Sugar work complements the displayed food with harmony and balance.					
	3) Sugar work is correctly stored according to establishment procedures and protected from humidity, dust and heat.					

Assessment Document 3

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD**

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APEC SS 3.07.10.05 - PREPARE AND DISPLAY SUGAR WORKS

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

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Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.07.11.05 – PREPARE CHOCOLATE AND CHOCOLATE CONFECTIONERY

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Temper couverture 1) Couverture is melted and tempered using the correct method and the correct temperatures. 2) Couverture is manipulated to the correct viscosity and desired flow properties and to possess appropriate color, gloss, and snap characteristics on solidification. 3) Temperature is controlled to optimize the retention of temper.</p> <p>Element 2 – Prepare centers and fillings 1) Ingredients are correctly chosen and manipulated demonstrating exemplary high standards of hygiene. 2) A range of centers and fillings is prepared according to standard recipe or enterprise specifications. 3) Fillings are to be full-flavored, interesting and natural. 4) Fillings are brought to the correct</p>	<p>UNIT VARIABLES Centers and fillings may consist of: nougat, ganache, flavored fondants, nuts, fruits, caramel, croquant, jelly, nut, fruits, combinations thereof, etc. Chocolate includes couverture (pure coating chocolate) in dark, milk and white and various compounds. Tempering is the techniques to control formation of seed crystals and to achieve the desired characteristics in solidified chocolate including setting properties, snap and sheen. Tempering techniques include: vaccination/addition</p>

<p>temperature, viscosity and consistency before being used. 5) Shapes and sizes of centers are precise and uniformed.</p> <p>Element 3 – Handle moulds</p> <p>1) Moulds to be used are clean, polished, and free of dust or residue. 2) Moulds are to be kept constantly at the correct temperature when being used and are untouched by bare fingers. 3) The polished surface is never touched by objects which may dull, scratch or damage it</p> <p>Element 4 – Make mould chocolates</p> <p>1) Couverture or coatings are appropriate to the filling and use. 2) Couverture are tempered correctly and are set in moulds so that they are of even and correct thickness and free from marks or air bubbles. 3) A range of fillings is applied having a level surface and allowing sufficient space for sealing with a layer of chocolate of appropriate thickness. 4) De-mould chocolates are handled and stored so they retain their glossy surface.</p> <p>Element 5 – Coat chocolate confectionery</p> <p>1) Couverture are tempered correctly and manipulated to the correct viscosity. 2) Items to be coated are brought to the correct temperature. 3) Prepared centers are coated using techniques which result in an even and correct thickness of chocolate and a uniform quality finish. 4) Hand-dipping is executed in a rational and accurate manner. 5) Chocolate confectionery is attractively decorated and presented.</p> <p>Element 6 – Store chocolate and chocolate confectionery</p> <p>1) Chocolate and chocolate confectionery is stored at the correct temperature and level of humidity. 2) Chocolate and chocolate confectionery is protected from light and incompatible odors and is stored in a dry place.</p>	<p>method, tabling method, heated water jackets, and microwave.</p> <p>Chocolate confectionery may be mould, cut or dressed, with hard or soft centers, machine enrobed, or made using prepared hollow shells.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated ability to efficiently prepare and present chocolates to enterprise standards, and detailed understanding of the different classifications of chocolates.</p> <p>2) Underpinning knowledge and skills required include: a. organization skills and teamwork; b. safe work practices in relation to bending, lifting and using knives; c. principles of nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in the enterprise; e. principles and practices of hygiene; f. logical time and efficient workflow; g. inventory and stock control system; h. nutrition and particularly the effects of cooking on nutritional value of foods; d. culinary terms commonly used in the enterprise; i. purchasing, receiving, storing holding and issuing procedures; j. costing, yield testing; and portion control; k. historical development of menus and modern trends in menus; l. artistic skills and creativity.</p>
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Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.07.11.05 - PREPARE CHOCOLATE AND CHOCOLATE CONFECTIONERY
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	

08	Appeal/Review Process	
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.07.11.05 - PREPARE CHOCOLATE AND CHOCOLATE CONFECTIONERY

Name of Candidate :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Temper couverture						
	1) Couverture is melted and tempered using the correct method and the correct temperatures.					
	2) Couverture is manipulated to the correct viscosity and desired flow properties and to possess appropriate color, gloss, and snap characteristics on solidification.					
	3) Temperature is controlled to optimize the retention of temper.					
Element 2 – Prepare centers and fillings						
	1) Ingredients are correctly chosen and manipulated demonstrating exemplary high standards of hygiene.					
	2) A range of centers and fillings is prepared according to standard recipe or enterprise specifications.					
	3) Fillings are to be full-flavored, interesting and natural.					
	4) Fillings are brought to the correct temperature, viscosity and consistency before being used.					
	5) Shapes and sizes of centers are precise and uniformed.					
Element 3 – Handle moulds						
	1) Moulds to be used are clean, polished, and free of dust or residue.					
	2) Moulds are to be kept constantly at the correct temperature when being used and are untouched by bare fingers.					
	3) The polished surface is never touched by objects which may dull, scratch or damage it.					
Element 4 – Make mould chocolates						
	1) Couverture or coatings are appropriate to the filling and use.					
	2) Couverture are tempered correctly and are set in moulds so that they are of even and correct thickness and free from marks or air bubbles.					
	3) A range of fillings is applied having a level surface and allowing sufficient space for sealing with a layer of chocolate of appropriate thickness.					
	4) De-mould chocolates are handled and stored so they retain their glossy surface.					
Element 5 – Coat chocolate confectionery						
	1) Couverture are tempered correctly and manipulated to the correct viscosity.					
	2) Items to be coated are brought to the correct temperature.					

	3) Prepared centers are coated using techniques which result in an even and correct thickness of chocolate and a uniform quality finish.					
	4) Hand-dipping is executed in a rational and accurate manner.					
	5) Chocolate confectionery is attractively decorated and presented.					
Element 6 – Store chocolate and chocolate confectionery						
	1) Chocolate and chocolate confectionery is stored at the correct temperature and level of humidity.					
	2) Chocolate and chocolate confectionery is protected from light and incompatible odors and is stored in a dry place.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.07.11.05 - PREPARE CHOCOLATE AND CHOCOLATE CONFECTIONERY

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.07.12.05 – PLAN, PREPARE AND DISPLAY SWEET BUFFET SHOW PIECES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
Element 1 – Plan sweet buffet show pieces	UNIT VARIABLES

<p>1) Show pieces are planned appropriate for the occasion with consideration to the time available for preparation. 2) Sketches are drawn outlines form/shape, colors, and decorations. 3) Appropriate equipment and materials are selected.</p> <p>Element 2 – Prepare sweet buffet show pieces</p> <p>1) A variety of show pieces are produced to industry standards. 2) Selected materials are shaped into desired forms applying appropriate techniques and using creative flair and skills. 3) Show pieces are assembled with attention to balance, proportion and strength. 4) Pieces are finished and decorated with a sense of artistry and to create customer appeal. 5) Decorations are suitable to the materials used and appropriate for the occasion.</p> <p>Element 3 – Display sweet buffet show pieces</p> <p>1) Show pieces are displayed in an attractive manner to enhance sweet buffet displays. 2) Show pieces complement the displayed food with harmony and balance. 3) Show pieces are correctly stored according to establishment procedures and protected from humidity, dust and heat.</p>	<p>Sweet buffet show pieces include decorative pieces prepared from mainly sugar, chocolate, pastillage, croquants, marzipan, or a combination thereof.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence and underpinning knowledge, skills and understanding required include: a. sugar boiling and handling techniques and of safety requirements relating to possible dangers when working with boiled sugar at high temperatures; b. various techniques in handling chocolates, pastillage, croquant and marzipan; c. OHS when using air brush or spraying equipment for coloring or lacquering of show pieces; d. basic first aid for treating burns; e. artistic skills and creativity; f. production of various types of sweet buffet show pieces.</p>
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Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)**

2005

1. APEC SS ASSESSMENT COVER SHEET

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01	Name of Candidate	Xxx
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03	Location of Assessment	
04	Unit Assessed	APEC SS 3.07.12.05 - PLAN, PREPARE AND DISPLAY SWEET BUFFET SHOW PIECES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD**

2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.07.12.05 - PLAN, PREPARE AND DISPLAY SWEET BUFFET SHOW PIECES

Name of Candidate :
 Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Plan sweet buffet show pieces						
	1) Show pieces are planned appropriate for the occasion with consideration to the time available for preparation.					
	2) Sketches are drawn outlines form/shape, colors, and decorations.					
	3) Appropriate equipment and materials are selected.					
Element 2 – Prepare sweet buffet show pieces						
	1) A variety of show pieces are produced to industry standards.					
	2) Selected materials are shaped into desired forms applying appropriate techniques and using creative flair and skills.					
	3) Show pieces are assembled with attention to balance, proportion and strength.					
	4) Pieces are finished and decorated with a sense of artistry and to create customer appeal.					
	5) Decorations are suitable to the materials used and appropriate for the occasion.					
Element 3 – Display sweet buffet show pieces						
	1) Show pieces are displayed in an attractive manner to enhance sweet buffet displays.					
	2) Show pieces complement the displayed food with harmony and balance.					
	3) Show pieces are correctly stored according to establishment procedures and protected from humidity, dust and heat.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.07.12.05 - PLAN, PREPARE AND DISPLAY SWEET BUFFET SHOW PIECES

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.07.13.05 – PLAN AND OPERATE COFFEE SHOPS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Plan coffee shops 1) Coffee shops are planned according to available facilities and equipment and to expected customer requirements. 2) A variety of pastries and cakes are planned and an appropriate menu designed and prepared. 3) A floor plan with table arrangements is prepared and set up with the required linen, crockery, cutlery, glassware and decorations. 4) A work flow schedule is prepared for the expected quantities and varieties required and with consideration to available facilities, staff, and time. 5) Equipment, and according to establishment practices.</p> <p>Element 2 – Prepare, display and serve pastries and cakes 1) A Variety of pastries, cakes and savoury products is prepared is prepared according to workflow schedule and menu requirements and with attention to taste, appearance and portion control. 2) Prepared items are displayed in an attractive manner with attention to correct temperature for the particular item. 3) Communication skills and salesmanship are used when seating the guests and taking orders. 4) Good hygiene practices are applied to display and service.</p> <p>Element 3 – Prepare and serve coffee and beverages 1) Correct ingredients and equipment are selected and used according to enterprise practices, established standards, and manufacturer instructions. 2) Communication skills and salesmanship are used when seating the guests and taking orders. 3) Beverages are prepared and served to customer demand.</p> <p>Element 4 – Store coffee shop produce 1) Coffee shop produce is stored at the correct temperature and under conditions to maintain quality and to extend shelf-life. 2) Packaging is appropriate for the preservation of freshness, taste and eating characteristics.</p>	<p>UNIT VARIABLES Planning includes: selecting the variety of food to be offered; floor plan and table arrangements; deciding on style and setting up for service; and designing and preparing the menu.</p> <p>ASSESSMENT GUIDE 1) Evidence and underpinning knowledge, skills and understanding required include: a. OHS, hygiene, nutrition, licensing regulations and government health requirements & regulations. 2) Demonstration of competence should also include: a. organization skills and teamwork; b. menu planning and menu design; c. appropriate technical and culinary terms; d. preparation of pastries, cakes and savoury products; e. cutting and serving of pastries, cakes, etc; f. preparing and serving beverages; g. costing, yield testing and portion control; h. handling, portioning and serving ice creams; i. buffet and table setups; j. coffee shop equipment, its functions and routine maintenance; k. defining and applying quality control; l. time management skills; m. communication skills and salesmanship.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	Xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.07.13.05 - PLAN AND OPERATE COFFEE SHOPS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP APEC SKILL STANDARD 2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.07.13.05 - PLAN AND OPERATE COFFEE SHOPS

Name of Candidate :

Name of Assessor/s :

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*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Plan coffee shops						
	1) Coffee shops are planned according to available facilities and equipment and to expected customer requirements.					
	2) A variety of pastries and cakes are planned and an appropriate menu designed and prepared.					
	3) A floor plan with table arrangements is prepared and set up with the required linen,					

	crockery, cutlery, glassware and decorations.					
	4) A work flow schedule is prepared for the expected quantities and varieties required and with consideration to available facilities, staff, and time.					
	5) Equipment, and according to establishment practices.					
Element 2 – Prepare, display and serve pastries and cakes						
	1) A Variety of pastries, cakes and savoury products is prepared according to workflow schedule and menu requirements and with attention to taste, appearance and portion control.					
	2) Prepared items are displayed in an attractive manner with attention to correct temperature for the particular item.					
	3) Communication skills and salesmanship are used when seating the guests and taking orders.					
	4) Good hygiene practices are applied to display and service.					
Element 3 – Prepare and serve coffee and beverages						
	1) Correct ingredients and equipment are selected and used according to enterprise practices, established standards, and manufacturer instructions.					
	2) Communication skills and salesmanship are used when seating the guests and taking orders.					
	3) Beverages are prepared and served to customer demand.					
Element 4 – Store coffee shop produce						
	1) Coffee shop produce is stored at the correct temperature and under conditions to maintain quality and to extend shelf-life.					
	2) Packaging is appropriate for the preservation of freshness, taste and eating characteristics.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.07.13.05 - PLAN AND OPERATE COFFEE SHOPS

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

APEC TOURISM WORKING GROUP

APEC TWG Project No. 01/2005 – APEC Tourism Occupational Skill Standards Development – Stage IV

EMPOWER Associates, Consultant

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT MATERIALS
APEC SKILL STANDARD UNITS
2005

ASSESSMENT FILE BY UNITS
CHAPTER 3.08 - MICE, FUNCTION, SPORTS AND RECREATION (10 Units)

SUMMARY OF UNITS

Unit code	Unit Name	Total elements	Total PC
3.08.01.05	Organize functions (idem 4.04.xx.05)	4	4+4+9+3 = 20
3.08.02.05	Provide arrival and departure assistance (idem 4.05.xx.05)	4	8+2+3+8 = 21
3.08.03.05	Book and coordinate supplier services	4	3+3+2+4 = 12
3.08.04.05	Plan and develop event proposals and bids	3	3+4+2 = 9
3.08.05.05	Develop conference programs	3	2+5+2 = 9
3.08.06.05	Develop, implement and evaluate sponsorship plans	4	4+6+6+2 = 18
3.08.07.05	Develop, implement and monitor event management systems and procedures	3	2+5+3 = 10
3.08.08.05	Coordinate guest / delegate registration at venue	3	3+6+5 = 14
3.08.09.05	Provide on site management services	4	4+6+5+6 = 21
3.08.10.05	Process and monitor event registrations	3	7+2+3 = 12
	Total 10 units	35	146

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE APEC SS 3.08.01.05 - ORGANIZE FUNCTIONS
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ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Coordinate function bookings 1) Enquiries for function bookings are courteously and correctly answered. 2) Size and style of facilities are considered and explained to the customer before accepting bookings for functions. 3) Where appropriate facilities are shown to customers. 4) Bookings are accurately recorded and confirmed with the customer according to enterprise procedures.</p> <p>Element 2 – Establish customer requirements 1) Functions requirements are discussed with customers including: catering needs, style & format of occasion, layout of room, technical requirements, and timing details including access and break down. 2) Courteous advice offered to customers to assist them in planning the function. 3) Where necessary consultations are held with colleagues to discuss customer requirements and how these can be met. 4) Details are agreed with the customer and confirmed in writing including deposit and final payment requirements.</p> <p>Element 3 – Arrange functions details 1) Information is passed to all appropriate colleagues to ensure effective planning of function elements. 2) Staffing needs are accurately identified and organized. 3) Possible effects of special functions on other customers are considered and appropriate action taken. 4) Where appropriate the need for services of external suppliers is identified and bookings made and confirmed in writing. 5) Special stock requirements are organized in a timely fashion. 6) Function sheet is prepared in consultation with appropriate colleagues. 7) All details on function sheet are confirmed with the customer. 8) Function sheets are distributed according to function and enterprise requirements. 9) Where appropriate, briefings are held to ensure smooth running of the function.</p> <p>Element 4 – Monitor and evaluate functions 1) Set up and conduct of function is monitored to ensure service meets customer needs and is according to agreed requirements. 2) Feedback is obtained from customer and operations staff and information used in future function organization. 3) Functions are finalized according to enterprise procedures.</p>	<p>UNIT VARIABLES Functions may include: breakfasts, lunches, dinners, seminars or conferences, cocktail parties, weddings, product launches, promotions etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to: a. conduct the entire function organization process and ensure function services meet the agreed requirements of customers; b. accuracy in the presentation of function information and the ability to tailor the services of the establishment to meet customer needs; c. knowledge of types and range of function services that may be required. 2) Underpinning knowledge and skills required include: a. organizational skills in terms of event planning; b. knowledge of typical function requirements including FB, technical, typical function layout etc.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.08.01.05 / APEC SS 4.04.xx.05 - ORGANIZE FUNCTIONS

05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.08.01.05 / APEC SS 4.04.xx.05 - ORGANIZE FUNCTIONS

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 – Coordinate function bookings					
	1) Enquiries for function bookings are courteously and correctly answered.					
	2) Size and style of facilities are considered and explained to the customer before accepting bookings for functions.					
	3) Where appropriate facilities are shown to customers.					
	4) Bookings are accurately recorded and confirmed with the customer according to enterprise procedures.					
	Element 2 – Establish customer requirements					
	1) Functions requirements are discussed with customers including: catering needs, style & format of occasion, layout of room, technical requirements, and timing details including access and break down.					
	2) Courteous advice offered to customers to assist them in planning the function.					
	3) Where necessary consultations are held with colleagues to discuss customer requirements and how these can be met.					
	4) Details are agreed with the customer and confirmed in writing including deposit and final payment requirements.					
	Element 3 – Arrange functions details					

1) Information is passed to all appropriate colleagues to ensure effective planning of function elements.					
2) Staffing needs are accurately identified and organized.					
3) Possible effects of special functions on other customers are considered and appropriate action taken.					
4) Where appropriate the need for services of external suppliers is identified and bookings made and confirmed in writing.					
5) Special stock requirements are organized in a timely fashion.					
6) Function sheet is prepared in consultation with appropriate colleagues.					
7) All details on function sheet are confirmed with the customer.					
8) Function sheets are distributed according to function and enterprise requirements.					
9) Where appropriate, briefings are held to ensure smooth running of the function.					
Element 4 – Monitor and evaluate functions					
1) Set up and conduct of function is monitored to ensure service meets customer needs and is according to agreed requirements.					
2) Feedback is obtained from customer and operations staff and information used in future function organization.					
3) Functions are finalized according to enterprise procedures.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.08.01.05 / APEC SS 4.04.xx.05 - ORGANIZE FUNCTIONS

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.08.02.05 - PROVIDE ARRIVAL AND DEPARTURE ASSISTANCE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Conduct arrival transfers for groups or individuals</p> <p>1) Customer arrival information is checked and noted accurately, with prompt implementation of any action required to deal with alterations in schedule. 2) Transport is confirmed for the correct time and place with transport supplier. 3) Identification techniques are employed in a manner which allows customers to locate the guide at the transport terminal. 4) Available terminal facilities are correctly and fully utilized to assist in meeting customers. 5) Customers lists are written accurately and are legible to record arrivals, no shows and other comments. 6) Arrangements for the transport of baggage from the terminal is established prior to the arrival of the customer. 7) Checking procedures are used and the correct number of baggage pieces is transported. 8) In the case of lost baggage, established procedures are promptly and correctly followed.</p> <p>Element 2 – Deliver arrival information to visitors</p> <p>1) Customers are greeted in a manner which encourages positive feelings of goodwill towards the person, the enterprise, the country and the region. 2) Customers are given correct and adequate information and advice in the following areas: a. general welcome and introduction; b. details of transfers procedures; c. details of forthcoming event arrangements; d. local time, office hours, and time difference; e. currency exchange rates and facilities; f. tipping; g. accommodation facilities; h. geography of hotel and immediate vicinity; i. overview destination information.</p> <p>Element 3 – Check in groups and individuals at accommodation</p> <p>1) Customers are briefed on accommodation check in procedures to minimize confusion and time delay on arrival at accommodation venue. 2) Customers are offered friendly and efficient assistance to facilitate accommodation check-in. 3) The guide liaises with accommodation staff during check in to minimize any communication difficulties between customers and accommodation staff.</p> <p>Element 4 – Conduct departure transfers for groups and individuals</p> <p>1) Departure details are verified with carriers prior to commencement of transfer, and action is implemented according to contingency plan if changes in schedule or other problems occur. 2) Customers are organized for departure from hotel in a manner which minimizes disruption in the hotel lobby. 3) Arrival lists are used to accurately check details of all departing customers. 4) Baggage is checked prior to departure using procedures which ensure that no items are left behind. 5) Customers are advised to check for hotel keys, and items left in the deposit box, tickets and passports before leaving the accommodation. 6) Where appropriate, customers are correctly advised of procedures regarding departure tax, duty free requirements, outgoing passenger cards and general procedures which apply to departure from transport terminal. 7) Feedback on products and services is courteously obtained from customers and accurately relayed to the company. 8) Established procedures are correctly employed to facilitate orderly and efficiently check in at the transport terminal.</p>	<p>UNIT VARIABLES</p> <p>Transport terminals may include: airports, bus & coach terminals, train stations, sea ports, etc.</p> <p>Accommodation may include: hotels, guest houses, resorts, home-stays, camping grounds, lodgings, private residence etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include skills and knowledge in: a. transport terminal facilities and procedures; b. baggage procedures; c. interpretation of standard customer travel documentation; d. microphone use.</p> <p>2) Evidence should also include: a. ability to follow correct procedures for the complete conduct of arrival and departure transfers; b. effective communication of information; c. familiarity with a range of transport terminal / facilities and accommodation venues as appropriate.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx

02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.08.02.05 / APEC SS 4.05.xx.05 PROVIDE ARRIVAL AND DEPARTURE ASSISTANCE
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.08.02.05 / APEC SS 4.05.xx.05 - PROVIDE ARRIVAL AND DEPARTURE ASSISTANCE

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 – Conduct arrival transfers for groups or individuals					
	1) Customer arrival information is checked and noted accurately, with prompt implementation of any action required to deal with alterations in schedule.					
	2) Transport is confirmed for the correct time and place with transport supplier.					
	3) Identification techniques are employed in a manner which allows customers to locate the guide at the transport terminal.					
	4) Available terminal facilities are correctly and fully utilized to assist in meeting customers.					
	5) Customers lists are written accurately and are legible to record arrivals, no shows and other comments.					
	6) Arrangements for the transport of baggage from the terminal is established prior to the arrival of the customer.					
	7) Checking procedures are used and the correct number of baggage pieces is transported.					

	8) In the case of lost baggage, established procedures are promptly and correctly followed.					
	Element 2 – Deliver arrival information to visitors					
	1) Customers are greeted in a manner which encourages positive feelings of goodwill towards the person, the enterprise, the country and the region.					
	2) Customers are given correct and adequate information and advice in the following areas: a. general welcome and introduction; b. details of transfers procedures; c. details of forthcoming event arrangements; d. local time, office hours, and time difference; e. currency exchange rates and facilities; f. tipping; g. accommodation facilities; h. geography of hotel and immediate vicinity; i. overview destination information.					
	Element 3 – Check in groups and individuals at accommodation					
	1) Customers are briefed on accommodation check in procedures to minimize confusion and time delay on arrival at accommodation venue.					
	2) Customers are offered friendly and efficient assistance to facilitate accommodation check-in.					
	3) The guide liaises with accommodation staff during check in to minimize any communication difficulties between customers and accommodation staff.					
	Element 4 – Conduct departure transfers for groups and individuals					
	1) Departure details are verified with carriers prior to commencement of transfer, and action is implemented according to contingency plan if changes in schedule or other problems occur.					
	2) Customers are organized for departure from hotel in a manner which minimizes disruption in the hotel lobby.					
	3) Arrival lists are used to accurately check details of all departing customers.					
	4) Baggage is checked prior to departure using procedures which ensure that no items are left behind.					
	5) Customers are advised to check for hotel keys, and items left in the deposit box, tickets and passports before leaving the accommodation.					
	6) Where appropriate, customers are correctly advised of procedures regarding departure tax, duty free requirements, outgoing passenger cards and general procedures which apply to departure from transport terminal.					
	7) Feedback on products and services is courteously obtained from customers and accurately relayed to the company.					
	8) Established procedures are correctly employed to facilitate orderly and efficiently check in at the transport terminal.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.08.02.05 / APEC SS 4.05.xx.05 - PROVIDE ARRIVAL AND DEPARTURE ASSISTANCE

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.08.03.05 - BOOK AND COORDINATE SUPPLIER SERVICE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify booking requirements 1) Services to be booked are accurately identified based on customer/enterprise requirements. 2) Where appropriate, services are selected and combined to meet customer/enterprise needs. 3) Where appropriate, client details are accurately recorded.</p> <p>Element 2 – Request services 1) Services are requested from suppliers in accordance with enterprise procedures and policies including: costs; payment requirements; customer details; special requests or requirements. 2) Where multiple services are required, requests are made in the most practical order. 3) Alternatives are sought if requested bookings are not available and flow-on impacts are identified and acted upon.</p> <p>Element 3 – Record request and confirmation 1) Bookings details including request and confirmation are recorded and filed according to enterprise procedures. 2) Future action to be taken in relation to bookings is noted and scheduled according to system and/or enterprise procedures.</p> <p>Element 4 – Update and finalize bookings 1) Amendments / adjustments to bookings are accurately made and recorded according to enterprise procedures. 2) Payment requirements are acted upon and recorded at the appropriate time according to enterprise procedures. 3) Suppliers are updated regarding booking changes according to agreed procedures. 4) Suppliers are advised of final details and requirements according to the needs of particular bookings and enterprise procedures.</p>	<p>UNIT VARIABLES Suppliers may be internal or external to the enterprise. Services may be domestic or international. Bookings may be made with a manual or automated system. The range of services to be supplied will vary according to the industry sector and may include: transportation, accommodation, entertainment, tours, activities, functions, workshops, exhibitions, speaker services, audiovisual services, catering etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated: a. ability to effectively coordinate the booking process from initial request to the finalization of the booking; b. application of the correct procedures and effective recording of bookings; c. knowledge of industry booking system and procedures for a range of products and services. 2) Underpinning knowledge and skills required include: a. product knowledge as appropriate; b. booking and reservation procedures.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.08.03.05 - BOOK AND COORDINATE SUPPLIER SERVICE
05	Results of Assessment	
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Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.08.03.05 - BOOK AND COORDINATE SUPPLIER SERVICE

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 – Identify booking requirements					
	1) Services to be booked are accurately identified based on customer/enterprise requirements.					
	2) Where appropriate, services are selected and combined to meet customer/enterprise needs.					
	3) Where appropriate, client details are accurately recorded.					
	Element 2 – Request services					

	1) Services are requested from suppliers in accordance with enterprise procedures and policies including: costs; payment requirements; customer details; special requests or requirements.					
	2) Where multiple services are required, requests are made in the most practical order.					
	3) Alternatives are sought if requested bookings are not available and flow-on impacts are identified and acted upon.					
	Element 3 – Record request and confirmation					
	1) Bookings details including request and confirmation are recorded and filed according to enterprise procedures.					
	2) Future action to be taken in relation to bookings is noted and scheduled according to system and/or enterprise procedures.					
	Element 4 – Update and finalize bookings					
	1) Amendments / adjustments to bookings are accurately made and recorded according to enterprise procedures.					
	2) Payment requirements are acted upon and recorded at the appropriate time according to enterprise procedures.					
	3) Suppliers are updated regarding booking changes according to agreed procedures.					
	4) Suppliers are advised of final details and requirements according to the needs of particular bookings and enterprise procedures.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.08.03.05 - BOOK AND COORDINATE SUPPLIER SERVICE

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

ASSESSMENT FILE
APEC SS 3.08.04.05 - PLAN AND DEVELOP EVENT PROPOSAL AND BIDS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Interpret brief</p> <p>1) Contents of the brief are accurately interpreted and assessed in terms of the organizations capacity to meet the stated requirements. 2) Once decision is made to respond, the action required for development of the proposal / bid is identified and planned. 3) Where appropriate, liaison is undertaken with the customer to clarify requirements.</p> <p>Element 2 – Develop proposal / bid details</p> <p>1) Details for inclusion in the proposal / bid are developed after consultation with suppliers and other relevant agencies. 2) Options are developed to meet and where possible exceed the expectations of the customer. 3) Support for the proposal / bid is sought from relevant individuals and agencies. 4) Possible competitors are evaluated and strategies developed to address competitive issues.</p> <p>Element 3 – Develop bid materials</p> <p>1) Bid materials are prepared within the designated timelines according to the requirements of the brief. 2) Materials are presented in a format that maximizes the use of appropriate presentation techniques.</p>	<p>UNIT VARIABLES</p> <p>Details for the proposal / bid may include: general concepts and themes, business program, social program, costs, travel arrangements, touring, accommodations, entertainment, staging, special features, sample of promotional materials, references and details of other successful undertakings, organizational information, support statements from other organizations, approach to environmental impacts and issues, venue selection, etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated ability to conduct the entire proposal / bidding process for a specific event, including effecting assessment of the briefing, coordination of all details and resources to meet the bid requirements and presentation of bid material and documents.</p> <p>2) Underpinning knowledge and skills required include: a. typical bid / proposal requirements and formats; b. components required for the event proposal and bids and product knowledge in relation to those components; c. networks and interrelationships of different industry sectors in relation to event proposal / bid; d. presentation techniques.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.08.04.05 - PLAN AND DEVELOP EVENT PROPOSAL AND BIDS
05	Results of Assessment	
06	Comments & Feedback	

07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.08.04.05 - PLAN AND DEVELOP EVENT PROPOSAL AND BIDS

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

*** 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test**

**** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic**

***** C= Competent; NYC= Not Yet Competent**

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 – Interpret brief					
	1) Contents of the brief are accurately interpreted and assessed in terms of the organizations capacity to meet the stated requirements.					
	2) Once decision is made to respond, the action required for development of the proposal / bid is identified and planned.					
	3) Where appropriate, liaison is undertaken with the customer to clarify requirements.					
	Element 2 – Develop proposal / bid details					
	1) Details for inclusion in the proposal / bid are developed after consultation with suppliers and other relevant agencies.					
	2) Options are developed to meet and where possible exceed the expectations of the customer.					
	3) Support for the proposal / bid is sought from relevant individuals and agencies.					
	4) Possible competitors are evaluated and strategies developed to address competitive issues.					
	Element 3 – Develop bid materials					
	1) Bid materials are prepared within the designated timelines according to the requirements of the brief.					
	2) Materials are presented in a format that maximizes the use of appropriate presentation techniques.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.08.04.05 - PLAN AND DEVELOP EVENT PROPOSAL AND BIDS

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :
 Candidate Signature :
 Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.08.05.05 - DEVELOP CONFERENCE PROGRAM

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify conference objectives 1) Overall context and scope of the conference is identified. 2) Specific conference objectives are developed and agreed in consultation with relevant colleagues and / or customers.</p> <p>Element 2 – Design conference program 1) Dates and times are selected to meet agreed objectives. 2) A theme is developed to complement conference objectives. 3) Overall conference format is developed within known budget, venue and staging constraints. 4) Specific components of the program are designed and integrated including the following as appropriate: business program, breaks, FB, social program, ore & post touring elements. 5) Business program incorporates the appropriate range of activities.</p> <p>Element 3 – Finalize program details 1) Proposed conference program is presented to the appropriate people within required timeframe. 2) Details are agreed/approved according to agreed procedures.</p>	<p>UNIT VARIABLES Requirements and details of conference may vary according to customer specifications.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to design a practical conference program to meet overall objectives and the needs of the target audience within budget guidelines; and detailed knowledge of the range of options available to conference organizers in terms of venues, staging, format and pre / post touring components. 2) Underpinning knowledge and skills required include: a. typical conference format; b. range of options for conference staging and venue set ups; c. needs of different segments of the market in relation to conference activities.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP
 APEC SKILL STANDARD (APEC SS)
 2005**

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
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04	Unit Assessed	APEC SS 3.08.05.05 - DEVELOP CONFERENCE PROGRAM
05	Results of Assessment	
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Assessment Document 2

**APEC TOURISM WORKING GROUP
 APEC SKILL STANDARD
 2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.08.05.05 - DEVELOP CONFERENCE PROGRAM

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

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Method*	PERFORMANCE CRITERIA	Assessment	***C/
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		Quality**				NYC
		V D	S F	C U	A U	
	Element 1 – Identify conference objectives					
	1) Overall context and scope of the conference is identified.					
	2) Specific conference objectives are developed and agreed in consultation with relevant colleagues and / or customers.					
	Element 2 – Design conference program					
	1) Dates and times are selected to meet agreed objectives.					
	2) A theme is developed to complement conference objectives.					
	3) Overall conference format is developed within known budget, venue and staging constraints.					
	4) Specific components of the program are designed and integrated including the following as appropriate: business program, breaks, FB, social program, ore & post touring elements.					
	5) Business program incorporates the appropriate range of activities.					
	Element 3 – Finalize program details					
	1) Proposed conference program is presented to the appropriate people within required timeframe.					
	2) Details are agreed/approved according to agreed procedures.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.08.05.05 - DEVELOP CONFERENCE PROGRAM

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE APEC SS 3.08.06.05 - DEVELOP, IMPLEMENT AND EVALUATE SPONSORSHIP PLAN
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ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify sponsorship opportunities 1) Items and activities to be sponsored are identified based on the event program, the targeted audience and the functional needs of the event. 2) Potential sponsors for the event are identified based on the event program, targeted audience and previous sponsors. 3) Financial targets for sponsorship are developed. 4) Sponsorship activities and targets are agreed with the event principal.</p> <p>Element 2 – Create, promote, negotiate and conclude a sponsorship package 1) Sponsorship packages are developed to include: event back ground, details of sponsorship items, options and activities and benefits. 2) Information regarding sponsorship opportunities is produced in a professional format and distributed to potential sponsors. 3) Where appropriate, approval is sought for the sponsorship package prior to promotion. 4) Follow up promotion and negotiation is undertaken with potential sponsors. 5) Where appropriate additional opportunities are discussed and negotiated with the sponsor. 6) Written contracts / agreements are made with the sponsor to include full details of commitments made by both parties.</p> <p>Element 3 – Implement sponsorship activities 1) Colleagues are briefed on details of the sponsorship arrangements. 2) Activities are organized according to sponsorship agreement and all agreements made are honored. 3) Activities are monitored and evaluated and adjustments made accordingly. 4) Feedback is provided to and requested from the sponsor. 5) Wherever possible, opportunities are taken to enhance value of involvement for sponsors and benefits for the host organization. 6) Sponsor payments and other contract formalities are monitored and acted upon throughout the project.</p> <p>Element 4 – Follow up with sponsors and within the organization 1) Follow up contact is made with the sponsor after the event. 2) Reports and results are recorded / provided to the sponsor and internally.</p>	<p>UNIT VARIABLES Sponsored items may include: overall event sponsorship, physical items, meals, breaks and teas, tours, entertainment, speaker sessions, social events, etc. Potential sponsors may include: individuals, private companies, government offices, associations, educational institutions etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to manage the entire sponsorship process for a given event including identification of potential sponsors / activities to be sponsored; development of the sponsorship package and implementation of sponsorship activities; and comprehensive knowledge of practices and protocols in relation to event sponsorship 2) Underpinning knowledge and skills required include: a. typical sponsorship packages created for events; b. sponsorship protocols; c. research skills for different areas of the market; d. reporting skills.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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02	Date & Time of Assessment	
03	Location of Assessment	

04	Unit Assessed	APEC SS 3.08.06.05 - DEVELOP, IMPLEMENTS AND EVALUATE SPONSORSHIP PLAN
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.08.06.05 - DEVELOP, IMPLEMENTS AND EVALUATE SPONSORSHIP PLAN

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 – Identify sponsorship opportunities					
	1) Items and activities to be sponsored are identified based on the event program, the targeted audience and the functional needs of the event.					
	2) Potential sponsors for the event are identified based on the event program, targeted audience and previous sponsors.					
	3) Financial targets for sponsorship are developed.					
	4) Sponsorship activities and targets are agreed with the event principal.					
	Element 2 – Create, promote, negotiate and conclude a sponsorship package					
	1) Sponsorship packages are developed to include: event back ground, details of sponsorship items, options and activities and benefits.					
	2) Information regarding sponsorship opportunities is produced in a professional format and distributed to potential sponsors.					
	3) Where appropriate, approval is sought for the sponsorship package prior to promotion.					
	4) Follow up promotion and negotiation is undertaken with potential sponsors.					
	5) Where appropriate additional opportunities are discussed and negotiated with the sponsors.					
	6) Written contracts / agreements are made with the sponsor to include full details of commitments made by both parties.					

	Element 3 – Implement sponsorship activities					
	1) Colleagues are briefed on details of the sponsorship arrangements.					
	2) Activities are organized according to sponsorship agreement and all agreements made are honored.					
	3) Activities are monitored and evaluated and adjustments made accordingly.					
	4) Feedback is provided to and requested from the sponsor.					
	5) Wherever possible, opportunities are taken to enhance value of involvement for sponsors and benefits for the host organization.					
	6) Sponsor payments and other contract formalities are monitored and acted upon throughout the project.					
	Element 4 – Follow up with sponsors and within the organization					
	1) Follow up contact is made with the sponsor after the event.					
	2) Reports and results are recorded / provided to the sponsor and internally.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.08.06.05 - DEVELOP, IMPLEMENTS AND EVALUATE SPONSORSHIP PLAN

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE

APEC SS 3.08.07.05
DEVELOP, IMPLEMENT AND MONITOR EVENT MANAGEMENT SYSTEMS AND PROCEDURES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify procedural and system requirements 1) Procedural and system requirements for the event are identified in consultation with appropriate colleagues and customers. 2) Procedural needs of participating suppliers are investigated.</p> <p>Element 2 – Develop systems and procedures 1) Effective and efficient systems and procedures are developed to facilitate the management and administration of the event in relation to: registrations, organizing committee, on site management systems including safety and risk assessment, general record keeping and reporting, special needs of particular events. 2) Adequate resources are allocated for system set up and monitoring. Where appropriate approval for systems is sought and obtained. 4) Appropriate colleagues are fully briefed on the systems and procedures in a timely manner. 5) Training and support is provided as required.</p> <p>Element 3 – Monitor and review systems and procedures 1) Efficiency and effectiveness of procedures and systems are monitored. 2) Suggestions for improvement are sought from colleagues. 3) Adjustments are made and implemented.</p>	<p>UNIT VARIABLES This unit applies to all establishments where events are organized.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to develop a range of systems and procedures for the total management of an event; and knowledge of the range of procedures and systems that apply across a broad range of event styles. 2) Underpinning knowledge and skills required include: a. comprehensive knowledge of typical event management systems; b. issues and problems relating to overall event management; c. basic principles of planning</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
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03	Location of Assessment	
04	Unit Assessed	APEC SS 3.08.07.05 DEVELOP, IMPLEMENT AND MONITOR EVENT MANAGEMENT SYSTEMS AND PROCEDURES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	

08	Appeal/Review Process	
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.08.07.05 - DEVELOP, IMPLEMENT AND MONITOR EVENT MANAGEMENT SYSTEMS AND PROCEDURES

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 – Identify procedural and system requirements					
	1) Procedural and system requirements for the event are identified in consultation with appropriate colleagues and customers.					
	2) Procedural needs of participating suppliers are investigated.					
	Element 2 – Develop systems and procedures					
	1) Effective and efficient systems and procedures are developed to facilitate the management and administration of the event in relation to: registrations, organizing committee, on site management systems including safety and risk assessment, general record keeping and reporting, special needs of particular events.					
	2) Adequate resources are allocated for system set up and monitoring.					
	3) Where appropriate approval for systems is sought and obtained.					
	4) Appropriate colleagues are fully briefed on the systems and procedures in a timely manner.					
	5) Training and support is provided as required.					
	Element 3 – Monitor and review systems and procedures					
	1) Efficiency and effectiveness of procedures and systems are monitored.					
	2) Suggestions for improvement are sought from colleagues.					
	3) Adjustments are made and implemented.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.08.07.05 - DEVELOP, IMPLEMENT AND MONITOR EVENT MANAGEMENT SYSTEMS AND PROCEDURES

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.08.08.05 - COORDINATE GUEST / DELEGATE REGISTRATION AT VENUES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare for registration 1) All materials and equipment for registration are prepared and checked prior to the event. 2) Arrangements for set up of registration are checked and confirmed with the venue according to agreed procedures. 3) Access details are confirmed with the venue.</p> <p>Element 2 – Set up registration area 1) Registration location and set up is checked according to pre-arranged requests to venue. 2) Set up is checked to ensure safety of guests / delegates and colleagues including those with disabilities. 3) Signage is erected as per agreed requirements. 4) Equipment is installed and its working order is checked prior to commencement of event. 5) Materials are prepared and appropriately positioned within the registration areas including the following: delegate list, name tags, delegate kits, stationery, spare supplies, and delegate reports. 6) Where appropriate familiarization of the venue is undertaken.</p> <p>Element 3 – Process registration 1) Guests / delegates are welcomed in courteous and friendly manner. 2) Details are checked and recorded according to agreed registration procedures including the following as appropriate: payment status, accommodation details, and other arrangements. 3) Discrepancies are identified and acted upon with minimum disruption to the guest / delegate including: on site registrations and incorrect names. 4) No shows are accurately recorded. 5) Guests / delegates are accurately advised on features of the event activity, the venue and provided with appropriate material.</p>	<p>UNIT VARIABLES Registration materials and equipment may include: computers, guest / delegate list, delegate kits, promotional display materials, name tags, stationery, signage, cash float, booking list for activities, photocopy machine, etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to knowledge of registration procedures as appropriate to a range of event styles; ability to prepare registration materials, set up registration area and efficiently process registrations within enterprise acceptable time frames. 2) Underpinning knowledge and skills required include: a. materials and equipment used for event registration; b. typical registration procedures for a range of event activities; c. safety / risk issues associated with event activities.</p>

**APEC TOURISM WORKING GROUP
 APEC SKILL STANDARD (APEC SS)
 2005**

1. APEC SS ASSESSMENT COVER SHEET
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01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 3.08.08.05 - COORDINATE GUEST / DELEGATE REGISTRATION AT VENUES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
**APEC TOURISM WORKING GROUP
 APEC SKILL STANDARD
 2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.08.08.05 - COORDINATE GUEST / DELEGATE REGISTRATION AT VENUES

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V	S	C	A	

	D	F	U	U	
Element 1 – Prepare for registration					
1) All materials and equipment for registration are prepared and checked prior to the event.					
2) Arrangements for set up of registration are checked and confirmed with the venue according to agreed procedures.					
3) Access details are confirmed with the venue.					
Element 2 – Set up registration area					
1) Registration location and set up is checked according to pre-arranged requests to venue.					
2) Set up is checked to ensure safety of guests / delegates and colleagues including those with disabilities.					
3) Signage is erected as per agreed requirements.					
4) Equipment is installed and its working order is checked prior to commencement of event.					
5) Materials are prepared and appropriately positioned within the registration areas including the following: delegate list, name tags, delegate kits, stationery, spare supplies, and delegate reports.					
6) Where appropriate familiarization of the venue is undertaken.					
Element 3 – Process registration					
1) Guests / delegates are welcomed in courteous and friendly manner.					
2) Details are checked and recorded according to agreed registration procedures including the following as appropriate: payment status, accommodation details, and other arrangements.					
3) Discrepancies are identified and acted upon with minimum disruption to the guest / delegate including: on site registrations and incorrect names.					
4) No shows are accurately recorded.					
5) Guests / delegates are accurately advised on features of the event activity, the venue and provided with appropriate material.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.08.08.05 - COORDINATE GUEST / DELEGATE REGISTRATION AT VENUES

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.08.09.05 - PROVIDE ON SITE MANAGEMENT SERVICES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare for on-site management 1) Plans are developed for on-site management according to agreed procedures for the events. 2) Final arrangements for all aspects of the event are checked. 3) Materials are created / collated to facilitate effective on site management including: running sheet, copies of agreement with all suppliers, and contact numbers for all suppliers. 4) Operational staff are brief prior to the event.</p> <p>Element 2 – Oversee event set up 1) Contact is established with nominated supplier personnel at the appropriate time and requirements are reconfirmed / agreed. 2) Where necessary adjustments are made and agreed with the supplier. 3) All aspects of set up are checked according to pre-arranged agreements including: a. availability of materials and equipment; b. room set up; c. staging; d. technical equipment; e. display and signage; f. FB arrangements; g. registration areas. 4) All aspects of set up are checked to ensure safety of guests / delegates and colleagues including those with disabilities. 5) Deficiencies and discrepancies are promptly identified and action taken to rectify the situation. 6) Where appropriate additional on site staff are fully brief on required details of the event operation.</p> <p>Element 3 – Monitor event operation 1) Sessions and activities are monitored throughout the event. 2) Sessions and activities are monitored throughout the event. 2) Problems are promptly identified and action taken to solve the situation. 3) Additional requirements are identified and promptly organized. 4) Liaison with customer is undertaken throughout the event to ensure it is progressing to their satisfaction. 5) Liaison is undertaken with all suppliers on an on-going basis to ensure effective delivery of services.</p> <p>Element 4 – Oversee event breakdown 1) Break down of the event is overseen according to agreements. 2) Materials and equipment are packed and removed according to agreements. 3) The venue is checked to ensure items and belongings are not left behind. 4) Where appropriate de-briefing is held with suppliers. 5) Accounts are checked and signed according to supplier agreements. 6) Outstanding items for action are noted for further action.</p>	<p>UNIT VARIABLES Suppliers may include: venues, speakers, staging & audio visual suppliers, display suppliers, caterers, entertainers, equipment hire companies, etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to manage the on-site operation of an event including all aspects of preparation, set up, operation and move out; and knowledge of the range of issues and problems that may arise during the conduct of an event. 2) Underpinning knowledge and skills required include: a. event management procedures and systems; b. planning and organizing in specific relation to on-site activities; c. problem solving; d. negotiation skills in specific relation to on-site activities; e. safety and risk issues to be assessed by on-site managers.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
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01	Name of Candidate	XXX
02	Date & Time of Assessment	
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04	Unit Assessed	APEC SS 3.08.09.05 - PROVIDE ON SITE MANAGEMENT SERVICES
05	Results of Assessment	
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Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.08.09.05 - PROVIDE ON SITE MANAGEMENT SERVICES

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 – Prepare for on-site management 1) Plans are developed for on-site management according to agreed procedures for the events. 2) Final arrangements for all aspects of the event are checked. 3) Materials are created / collated to facilitate effective on site management including: running sheet, copies of agreement with all suppliers, and contact numbers for all suppliers. 4) Operational staff is brief prior to the event.					

	Element 2 – Oversee event set up					
	1) Contact is established with nominated supplier personnel at the appropriate time and requirements are reconfirmed / agreed.					
	2) Where necessary adjustments are made and agreed with the supplier.					
	3) All aspects of set up are checked according to pre-arranged agreements including: a. availability of materials and equipment; b. room set up; c. staging; d. technical equipment; e. display and signage; f. FB arrangements; g. registration areas.					
	4) All aspects of set up are checked to ensure safety of guests / delegates and colleagues including those with disabilities.					
	5) Deficiencies and discrepancies are promptly identified and action taken to rectify the situation.					
	6) Where appropriate additional on site staff are fully brief on required details of the event operation.					
	Element 3 – Monitor event operation					
	1) Sessions and activities are monitored throughout the event.					
	2) Problems are promptly identified and action taken to solve the situation.					
	3) Additional requirements are identified and promptly organized.					
	4) Liaison with customer is undertaken throughout the event to ensure it is progressing to their satisfaction.					
	5) Liaison is undertaken with all suppliers on an on-going basis to ensure effective delivery of services.					
	Element 4 – Oversee event breakdown					
	1) Break down of the event is overseen according to agreements.					
	2) Materials and equipment are packed and removed according to agreements.					
	3) The venue is checked to ensure items and belongings are not left behind.					
	4) Where appropriate de-briefing is held with suppliers.					
	5) Accounts are checked and signed according to supplier agreements.					
	6) Outstanding items for action are noted for further action.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 3.08.09.05 - PROVIDE ON SITE MANAGEMENT SERVICES

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 3.08.10.05 - PROCESS AND MONITOR EVENT REGISTRATION

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Process registrations 1) The database is established according to agreed procedures and requirements for the event/activity. 2) Registrations are received and accurately processed according to agreed procedures and timelines. 3) Guest / delegate questions in relation to the event / activity are correctly and politely answered. 4) Accommodation and travel requirements are correctly acted upon according to agreed procedures. 5) Special delegate requirements are reported to supplier. 6) Confirmations are issued according to agreed procedures and within designated timelines. 7) Documents and other materials are distributed to registered delegates / guests according to requirements of the event.</p> <p>Element 2 – Monitor registrations 1) Registration numbers are monitored and accurately reported on a regular basis to the appropriate colleagues / customers / suppliers. 2) Where necessary, action to boost numbers is undertaken according to instructions.</p> <p>Element 3 – Finalize registrations and produce materials 1) Registration details are finalized within designated timelines. 2) Name tags and other individual delegate documentation are accurately produced and checked according to agreed style for the event. 3) Guest / delegate reports / lists are accurately produced to include all required information including the following as appropriate: payment status, special requests, and further action required at venue.</p>	<p>UNIT VARIABLES Registration system may be manual or computerized.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to accurately process registrations and produce accurate registration materials within enterprise acceptable timeframes. And knowledge of typical event registration systems and the sorts of issues that arise in the administration of event registrations. 2) Underpinning knowledge and skills required include: a. general knowledge of the event industry; b. typical event registration procedures and systems; c. general knowledge of customers for different types of events.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	

03	Location of Assessment	
04	Unit Assessed	APEC SS 3.08.10.05 - PROCESS AND MONITOR EVENT REGISTRATION
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 3.08.10.05 - PROCESS AND MONITOR EVENT REGISTRATION

Name of Candidate :
Name of Assessor/s :

C/NC= Competent or Not Yet Competent

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio;
6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 – Process registrations					
	1) The database is established according to agreed procedures and requirements for the event/activity.					
	2) Registrations are received and accurately processed according to agreed procedures and timelines.					
	3) Guest / delegate questions in relation to the event / activity are correctly and politely answered.					
	4) Accommodation and travel requirements are correctly acted upon according to agreed procedures.					
	5) Special delegate requirements are reported to supplier.					
	6) Confirmations are issued according to agreed procedures and within designated timelines.					
	7) Documents and other materials are distributed to registered delegates / guests according to requirements of the event.					
	Element 2 – Monitor registrations					
	1) Registration numbers are monitored and accurately reported on a regular basis to the					

	appropriate colleagues / customers / suppliers.					
	2) Where necessary, action to boost numbers is undertaken according to instructions.					
	Element 3 – Finalize registrations and produce materials					
	1) Registration details are finalized within designated timelines.					
	2) Name tags and other individual delegate documentation are accurately produced and checked according to agreed style for the event.					
	3) Guest / delegate reports / lists are accurately produced to include all required information including the following as appropriate: payment status, special requests, and further action required at venue.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 3.08.10.05 - PROCESS AND MONITOR EVENT REGISTRATION

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :



**Asia-Pacific
Economic Cooperation
Tourism working Group**

**APEC Project TWG 01/2005
Tourism Occupational Skill Standards
Development in the APEC Region – Stage IV**

**Book 2/3 :
APEC Skill Standards Assessment Materials –
Hospitality Vocational Units
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