

Qualification Title: Certificate IV in Food Production (Operations)

Labour Division: Food Production (Hotel Services)

Competency Unit Requirements

Core & Generic Competencies and Functional Competencies required for Food Production

**Selection of Functional Competencies must reflect the intended Job Title, local industry requirements, and Certificate level*

Core & Generic Competencies *Must obtain all units*

Hotel Services (Restaurant Services) menu

- D1.HRS.CL1.01 Access and retrieve computer-based data
- D1.HRS.CL1.02 Apply standard safety procedures for handling foodstuffs
- D1.HRS.CL1.03 Clean and maintain kitchen equipment and utensils
- D1.HRS.CL1.04 Communicate effectively on the telephone
- D1.HRS.CL1.05 Comply with workplace hygiene procedures
- D1.HRS.CL1.07 Implement occupational health and safety procedures
- D1.HRS.CL1.08 Maintain hospitality industry knowledge
- D1.HRS.CL1.09 Manage and resolve conflict situations
- D1.HRS.CL1.10 Organise and prepare food products and meals
- D1.HRS.CL1.11 Perform clerical procedures
- D1.HRS.CL1.12 Perform basic First Aid procedures
- D1.HRS.CL1.13 Promote hospitality products and services
- D1.HRS.CL1.14 Read and interpret basic instructions, directions and/or diagrams
- D1.HRS.CL1.15 Receive and resolve customer complaints
- D1.HRS.CL1.16 Receive and store kitchen supplies and food stock
- D1.HRS.CL1.17 Speak English at a basic operational level
- D1.HRS.CL1.18 Work effectively with colleagues and customers
- D1.HRS.CL1.19 Work in a socially diverse environment
- D1.HRS.CL1.20 Perform child protection duties relevant to the tourism industry
- D1.HCC.CL2.01 Apply basic techniques of commercial cookery
- D1.HCC.CL2.11 Prepare and store food in a safe and hygienic manner
- D1.HCC.CL2.19 Present and display food products
- D1.HGE.CL7.11 Receive and securely store in-coming goods

Functional Competencies* *Must obtain 16 units from*

Hotel Services (Restaurant Services) menu

- 11+ from**
- Cluster 2: Commercial Cookery
- Cluster 3: Commercial Catering
- 3+ from**
- Cluster 7: General Administration
- Cluster 9: Human Resource Development
- 1+ from**
- 10/11 English Language Proficiency

Divisional Qualification Framework

for Food Production Division from 5 Levels of Qualification

Level	Qualification
1	Certificate II in Food Production (Cookery)
1	Certificate II in Food Production (Patisserie)
2	Certificate III in Food Production (Cookery)
2	Certificate III in Food Production (Operations)
2	Certificate III in Food Production (Patisserie)
3	Certificate IV in Food Production (Cookery)
3	Certificate IV in Food Production (Operations)
3	Certificate IV in Food Production (Patisserie)
4	Diploma of Food Production (Supervision and Administration)
5	Advanced Diploma of Food Production (Management)

Associated Job Titles

for Food Production Division from 32 Job Titles

No	Title
18	Butcher
17	Baker
16	Commis Pastry
15	Chef de Partie
14	Commis Chef
13	Demi Chef
12	Executive Chef

