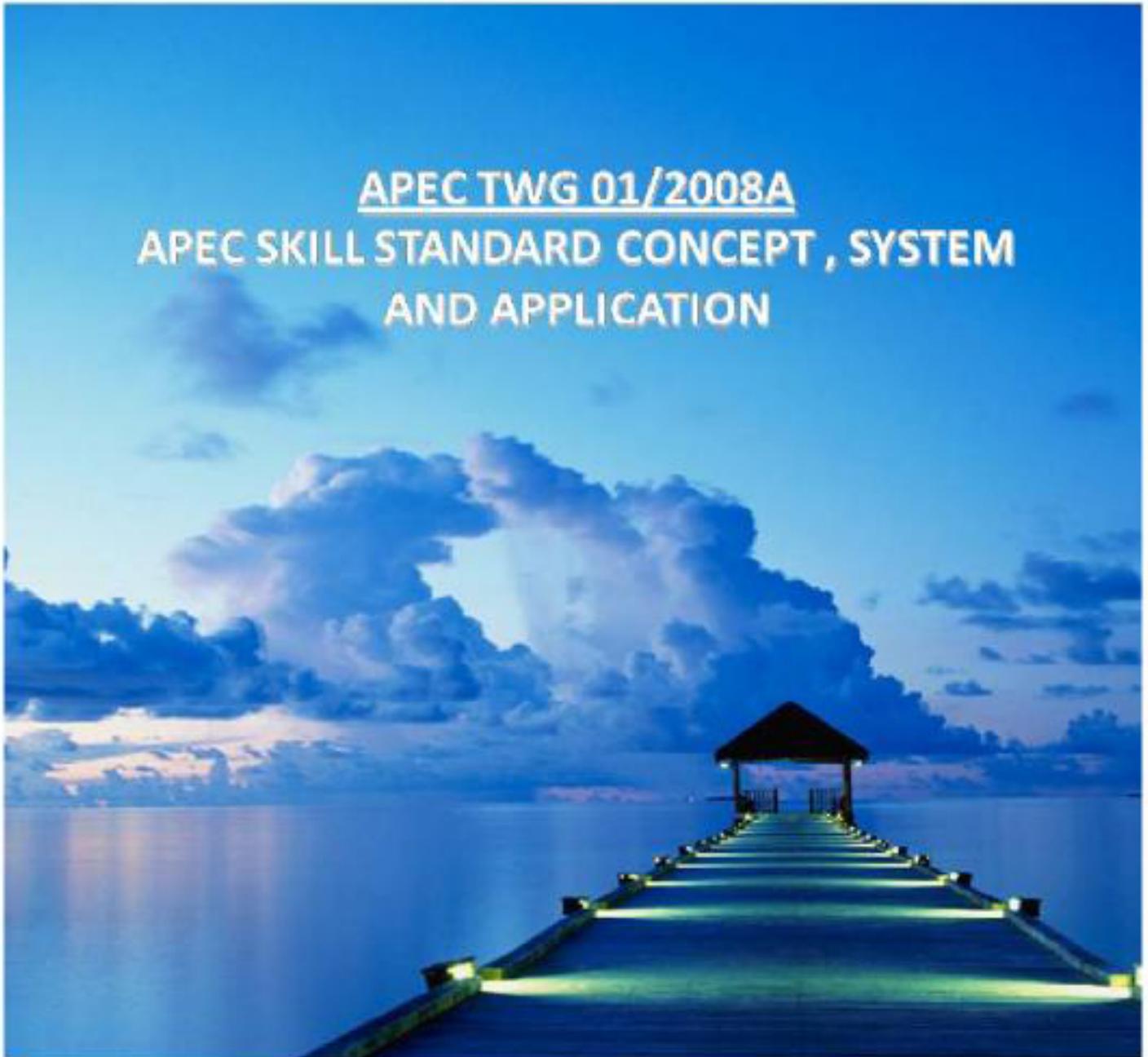




**Asia-Pacific
Economic Cooperation**

APEC TWG 01/2008A
**APEC SKILL STANDARD CONCEPT, SYSTEM
AND APPLICATION**



**APEC Tourism Working Group
December 2008**

TWG 01/2006A – The Training on APEC Skill Standard Concept and System

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APEC Publication No. APEC#2006-TO-03.1

PART TWO COMPLETE LIST OF APEC SKILL STANDARD UNITS

APEC SKILL STANDARD UNITS 2005

CHAPTER 3.01 - TOURISM CORE (02 Units)

SUMMARY OF UNITS

Unit code	Unit Name	Total elements	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

APEC SKILL STANDARD UNITS CHAPTER 3.01 - DETAILED DESCRIPTION OF UNITS

APEC SS 3.01.01.05 / APEC SS 4.01.01.05

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 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 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 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>

APEC SS 3.01.02.05 / APEC SS 4.01.02.05

PROVIDE APEC & ASEAN 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>

EMPOWER Associates for APEC TWG, 2005

APEC SKILL STANDARD UNITS 2005

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

APEC SKILL STANDARD UNITS CHAPTER 3.02 - DETAILED DESCRIPTION OF UNITS

APEC SS 3.02.01.05

CLEAN & TIDY BAR AREAS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Clean bar and equipment</p> <p>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</p> <p>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</p> <p>This unit applies to premises selling alcoholic beverages.</p> <p>Bar surfaces and equipment may include service counters, all beverages, post mix service points, utensils, glassware, washing machine etc.</p> <p>Public areas may include bar areas, function areas, lounge and restaurants, entertainment areas etc.</p> <p>ASSESSMENT GUIDE</p> <p>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.</p> <p>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>

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 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</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>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>

service. 6) Where appropriate, handover is made to incoming bar staff and relevant information is shared.	
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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 SS 3.02.04.05

PROVIDE FOOD & BEVERAGE SERVICE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare dining / restaurant area for service</p> <p>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</p> <p>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</p> <p>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</p> <p>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</p> <p>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</p>	<p>UNIT VARIABLES</p> <p>Equipment may include: glassware, crockery, cutlery, linen, condiments, coffee/tea making facilities, chairs, tables, menu and wine lists, display materials, etc.</p> <p>Style of service may include: table d'hote, a la carte, buffet, function, breakfast or tea & coffee service, etc.</p> <p>ASSESSMENT GUIDE</p> <p>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.</p> <p>2) Underpinning knowledge and skills include: a. flow of service</p>

<p>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.</p>	<p>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>
<p>Element 6 – Close down restaurant / dining area</p> <p>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>	

APEC SS 3.02.05.05

PROVIDE TABLE SERVICE OF ALCOHOLIC BEVERAGES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Advise customers on alcoholic beverages</p> <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>UNIT VARIABLES</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. 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>

APEC SS 3.02.06.05

OPERATE CELLAR SYSTEM

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Operate and maintain bulk dispensing system</p> <p>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</p> <p>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</p> <p>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>UNIT VARIABLES</p> <p>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</p> <p>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</p>

<p>Element 4 – Monitor quality of cellar products</p> <p>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>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>
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APEC SS 3.02.07.05

COMPLETE LIQUOR RETAIL SALES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Complete liquor sales</p> <p>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</p> <p>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</p> <p>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</p> <p>2) 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</p> <p>Point of sales equipment may be manual or electronic.</p> <p>ASSESSMENT GUIDE</p> <p>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.</p> <p>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>

APEC SS 3.02.08.05

PROVIDE ROOM SERVICE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<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 dockets 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 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.</p> <p>Element 3 – Present room service meals and beverages</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</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>workplace; b. knowledge of room service procedures and hygiene requirements.</p>
<p>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.</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>
<p>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.</p>	

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>

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 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 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 Equipment may include: espresso machines, grinders, percolators/urns, drip filter systems, tea pots, plungers, etc. Coffee methods may include: filter, Greek/Turkish, plunger, iced, espresso, etc. Teas may include traditional or specialty. 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 1) Evidence should include demonstrated capacity to:</p>

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<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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APEC SS 3.02.11.05

DEVELOP AND UPDATE FOOD & 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 are 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>

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</p> <p>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</p> <p>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</p> <p>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</p> <p>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.</p> <p>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</p> <p>1) Evidence should include demonstrated knowledge to update and maintain current and relevant knowledge of food and to apply that knowledge to the workplace.</p> <p>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>

APEC SS 3.02.13.05

PROVIDE SPACIALIST WINE SERVICE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Advise customers on local and imported wines</p> <p>1) Assistance with making wine selections is courteously offered to customers. 2) Specific</p>	<p>UNIT VARIABLES</p> <p>Informal and formal</p>

<p>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</p> <p>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</p> <p>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</p> <p>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</p> <p>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>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.</p> <p>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</p> <p>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.</p> <p>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>
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APEC SS 3.02.14.05

PREPARE AND SERVE COCKTAILS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Promote cocktails to customers</p> <p>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</p> <p>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</p> <p>1) Cocktails are attractively presented and eye appeal is maximized. 2) Wastage and spillage are avoided.</p>	<p>UNIT VARIABLES</p> <p>Cocktails equipment may include: shakers, jugs, stirrers & swizzles, blenders, ice crushers, glass chillers, cleaning equipment, bar towels etc.</p> <p>ASSESSMENT GUIDE</p> <p>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.</p> <p>2) Evidence should include demonstrated ability to correctly prepare and present standard cocktails within acceptable enterprise range and timelines.</p>

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</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 cutlery, linen, service crockery,</p>

<p>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>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>
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APEC SS 3.02.16.05

PROVIDE SILVER SERVICE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare table for Silver Service</p> <p>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</p> <p>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</p> <p>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</p> <p>This unit applies to all kinds of premises indoor and outdoor.</p> <p>ASSESSMENT GUIDE</p> <p>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.</p> <p>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>

APEC SS 3.02.17.05 / IDEM APEC TOSS 3.05.xx.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)</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</p>

<p>Work flows are planned for efficient operation. 4) Required support services and utilities are identified and 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>requirements, taxation requirements, insurance 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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APEC SKILL STANDARD UNITS 2005

CHAPTER 3.03 - FRONT OFFICE OPERATION (10 Units)

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

APEC SKILL STANDARD UNITS CHAPTER 3.03 - DETAILED DESCRIPTION OF UNITS

**APEC SS 3.03.01.05 / APEC SS 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>

**APEC SS 3.03.02.05
PROVIDE ACCOMMODATION RECEPTION SERVICES**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>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 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 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.</p> <p>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)</p>	<p>UNIT VARIABLES Front office system may be manual or computerized. Arrivals and departures may be for individuals or groups. Front office records and reports may include: occupancy reports, arrival and departure lists, and lost and found information, etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated capacity to accurately and correctly follow guest arrival and departure procedures within acceptable timeframes. 2) Underpinning knowledge and skills include: a. check in and check out procedures for groups and individuals; b. typical documentation received</p>

Where appropriate, procedures for group check out are correctly followed and accounts processed according to enterprise procedures.	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>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>	

APEC SS 3.03.03.05 / APEC SS 2.02.02.05

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>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>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>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>

APEC SS 3.03.04.05 / APEC SS 2.02.01.05

PROCESS FINANCIAL TRANSACTIONS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Process receipts and payment</p> <p>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</p> <p>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</p> <p>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*</p> <p>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>

APEC SS 3.03.05.05 / APEC SS 2.02.03.05

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</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>

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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.	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 acceptable timeframes.
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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>

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>

APEC SS 3.03.08.05 / APEC SS 1.03.xx.05 / APEC SS 4.02.xx.05

OPERATE A COMPUTERIZED RESERVATION SYSTEM

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</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</p>

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<p>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>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>
<p>Element 3 - Send and receive CRS Communications</p>	
<p>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>	

APEC SS 3.03.09.05 / APEC SS 2.01.xx.05 / APEC SS 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>

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
<p>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. 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 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>UNIT VARIABLES BSP procedures may change according to specific regulations (such as IATA, Consumer Association etc).</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated capacity to: a. process BSP procedures and documentation; b. correctly apply relevant rules and regulations within acceptable enterprise timelines. 2) Underpinning knowledge and skills include: a. knowledge of BSP procedures; b. knowledge of BSP documentation; c. relevant regulations/requirements.</p>

EMPOWER Associates for APEC TWG, 2005

APEC TOURISM OCCUPATIONAL SKILL STANDARD UNITS 2005

CHAPTER 3.04 - HOUSEKEEPING & LAUNDRY (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

APEC TOSS UNITS CHAPTER 3.04 - DETAILED DESCRIPTION OF UNITS

APEC TOSS 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>

APEC TOSS 3.04.02.05

CLEAN WORKPLACE PREMISES 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 TOSS 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)</p>	<p>UNIT VARIABLES Equipment and supplies may include: cleaning agents and vacuum cleaners, mops,</p>

<p>Trolleys are safely loaded with adequate supplies according to enterprise procedures.</p> <p>Element 2 – Access rooms for servicing</p> <p>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</p> <p>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</p> <p>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.</p> <p>Element 5 – Clean and clear bathrooms</p> <p>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)</p> <p>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</p> <p>1) Rooms and bathroom condition should be left according to enterprise standard.</p>	<p>brushes, wipe linens, buckets etc.</p> <p>Furniture, fixture and fittings may include: floor surface, mirrors & glassware, wardrobes, soft furnishings, desks, TV, telephones, light fittings, refrigerators etc.</p> <p>Room supplies may include: stationery, linen, bathroom supplies, enterprise promotional materials, local tourist information etc.</p> <p>ASSESSMENT GUIDE</p> <p>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.</p> <p>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>
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APEC TOSS 3.04.04.05

LAUNDER LINEN

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Pick up laundry items</p> <p>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</p> <p>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</p> <p>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>Element 4 - Deliver items</p> <p>1) Finished items are delivered or picked up according to agreed decision. 2) Financial</p>	<p>UNIT VARIABLES</p> <p>Laundry equipment may include: washers, dryers, irons, steam presses, dry cleaners, sorting basket & shelf, coding labels etc.</p> <p>Washroom tasks may include: sorting, washing, drying, folding, ironing, steam pressing, mending, soil removing, etc.</p> <p>ASSESSMENT GUIDE</p> <p>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.</p> <p>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 issues, condemned linen, procedures if 'shorts' are identified, etc.</p>

transactions are processed according to enterprise procedures.

APEC TOSS 3.04.05.05

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>

APEC TOSS 3.04.06.05

PREPARE PLANTS FOR DISPLAY

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>	<p>UNIT VARIABLES 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. Plant characteristics may include color, texture, size, species, longevity etc.</p> <p>ASSESSMENT GUIDE 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>

APEC SKILL STANDARD UNITS 2005

CHAPTER 3.05 - COOKERY (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
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

APEC SKILL STANDARD UNITS CHAPTER 3.05 - DETAILED DESCRIPTION OF UNITS

APEC SS 3.05.01.05

ORGANIZE AND PREPARE FOODS

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>

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 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.</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 awareness; d. logical and efficient workflow.</p>

APEC SS 3.05.03.05 / APEC SS 1.02.XX.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>UNIT VARIABLES Stock may include food & beverage, equipment, linen, room supplies & amenities, stationery, brochures, vouchers & tickets,</p>

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<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>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>
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APEC SS 3.05.04.05

SANITIZED AND CLEAN PREMISES & EQUIPMENT

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>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.</p> <p>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.</p> <p>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.</p>	<p>UNIT VARIABLES This unit applies to all FB outlets.</p> <p>ASSESSMENT GUIDE 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. 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>

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 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 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.</p>	<p>UNIT VARIABLES Equipment may include electrical/gas ranges, ovens, grills, deep fryers, salamanders, food processors, blenders, mixers, slicers, etc. Methods of cookery may include: boiling, poaching, braising, stewing, steaming, deep frying, shallow frying, roasting, baking, grilling, etc.</p> <p>ASSESSMENT GUIDE 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>

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 1) Ingredients for salads and dressing are correctly chosen to an</p>	<p>UNIT VARIABLES Appetizers are foods to stimulate appetite. This includes a range of hot</p>

<p>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 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>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>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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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</p> <p>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</p> <p>1) Sandwiches are prepared and presented in a logical and sequential manner within the required time frames.</p> <p>Element 3 – Store sandwiches</p> <p>1) Sandwiches are correctly stored to maintain freshness and quality.</p>	<p>UNIT VARIABLES</p> <p>Sandwiches may be classical or modern, hot or cold, using a variety of fillings and a variety of bread.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated ability to efficiently and confidently prepare and present sandwiches and to a level 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; 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>

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>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</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 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</p>

standards of consistency.

hygiene; f. logical time and efficient workflow.

APEC SS 3.05.09.05

PREPARE SOUPS

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; f. inventory and stock control system; g. principles and practices of hygiene; h. purchasing, receiving, storing holding and issuing procedures</p>

APEC SS 3.05.10.05

PREPARE VEGETABLES, EGGS AND FARINACEOUS 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>Element 4 – Store vegetable, egg and farinaceous foodstuffs 1) Fresh and processed eggs, vegetables and farinaceous foodstuffs are stored correctly according to enterprise standards.</p>	<p>UNIT VARIABLES Vegetable is a term loosely defined to describe edible plants, in particular, specific parts which may 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 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>

APEC SS 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</p>	<p>UNIT VARIABLES Poultry and game may include: a. chicken, turkey, duck, goose; b.</p>

<p>and game are selected according to correct quality assessment and portion control.</p> <p>Element 2 – Prepare and present poultry and game</p> <p>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</p> <p>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>pheasant, quail, pigeon; c. venison, boar, rabbit, hare, deer; d. buffalo and crocodile; etc.</p> <p>ASSESSMENT GUIDE</p> <p>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.</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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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>

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</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>

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<p>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 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>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 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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APEC SS 3.05.14.05

PREPARE HOT AND COLD DESSERTS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare and produce desserts</p> <p>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</p> <p>1) Desserts are decorated appropriately to enhance presentation. 2) Desserts are portioned according to enterprise standards.</p> <p>Element 3 – Prepare sweet sauces</p> <p>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</p> <p>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</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 'sweets' sometimes referred to as desserts. This includes: pudding, pies, tarts, flans, fritters; custards and creams, prepared fruits; Charlotte, Bavaois, 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</p> <p>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.</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. 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 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</p> <p>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</p> <p>1) A selection of sponges, cakes and yeast</p>	<p>UNIT VARIABLES</p> <p>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</p> <p>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</p>

<p>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</p> <p>1) Portion control is applied to minimize wastage. 2) Cakes and pastry products are stored correctly to minimize spoilage and wastage.</p>	<p>handling requirements of each type of pastry, cakes and yeast goods.</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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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</p> <p>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</p> <p>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</p> <p>1) Sweets suitable for buffet presentations are prepared and produced using standard recipes.</p> <p>Element 4 – Store buffet items</p> <p>1) Buffet items are hygienically and correctly stored before and after buffet service, at a safe temperature.</p>	<p>UNIT VARIABLES</p> <p>Buffet can include foods from varying origins and may also derived from classical or contemporary recipes.</p> <p>Buffet foods may be in conjunction with buffet for functions, breakfast, lunch, dinner, high-tea etc.</p> <p>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</p> <p>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.</p> <p>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 efficient workflow; g. commodity knowledge of ingredients; g. cooking skills</p>

APEC SS 3.05.17.05

IMPLEMENT FOOD SAFETY PROCEDURES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify food safety hazards and risks</p> <p>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</p> <p>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</p> <p>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</p> <p>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</p> <p>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>

APEC SS 3.05.18.05

PREPARE DIET BASED AND PRESERVED FOODS

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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 intolerances.</p>

APEC SS 3.05.19.05

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, 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>

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>UNIT VARIABLES</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 are designed to maximize teamwork and efficiency.</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. 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>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 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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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 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>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. 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>

APEC SS 3.05.22.05

PREPARE PATES AND TERRINES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Develop new recipes</p> <p>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>UNIT VARIABLES</p> <p>Pates and terrines refer to a range of processed foods made from meats, poultry, game, seafood, fruit and vegetables.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated ability to efficiently</p>

<p>Element 2 – Prepare pates and terrines</p> <p>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</p> <p>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>prepare and present pates and terrines to enterprise level. Evidence should include a detailed understanding of the different classifications of meats.</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. ability to efficiently produced the required pates and terrines; d. logical time and efficient work floe; 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>
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APEC SS 3.05.23.05

PLAN, PREPARE AND DISPLAY A BUFFET

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Plan a buffet</p> <p>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.</p> <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>UNIT VARIABLES</p> <p>The buffet settings include: functions, breakfasts, lunch buffets, smorgasbords etc.</p> <p>Centerpieces can be made from: fruits, vegetables, flowers, salt, ice, bread, margarine, chocolate, sugar etc.</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>

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</p> <p>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</p> <p>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</p> <p>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</p> <p>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</p>	<p>UNIT VARIABLES</p> <p>Meats include pork, beef, lamb, red game meat.</p> <p>Meat products include manufactured raw meat products such as sausages etc.</p> <p>ASSESSMENT GUIDE</p> <p>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.</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. logical time and efficient work floe; 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>

manufacturer instructions.	
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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 garnished 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 prepared 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>

APEC SS 3.05.26.05

PREPARE FOODS 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 manners.</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>

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</p>	<p>UNIT VARIABLES Special dietary needs include therapeutic and contemporary regimes.</p>

<p>of: dietary principles, inclusive & exclusive foods, physical needs, nutritional requirements and social preferences. 2) Contemporary dietary regimes are taken into considerations including: pritenen, fit for life, macro biotics.</p> <p>Element 2 – Develop menus to meet special dietary needs</p> <p>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</p> <p>1) Target markets are identified. 2) Cultural customs are observed. 3) Sufficient choice of dishes is incorporated into the menus. Correct terminology is used.</p>	<p>Special dietary needs include vegetarian, gluten free, lacto free, diabetic, high/low protein, fluid, modified texture etc.</p> <p>Special cultural needs include kosher, Moslem, vegetarian, Hindu etc.</p> <p>Contemporary diet regimes include fit for life, macrobiotics, low-fat etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated ability to efficiently develop menus for special dietary and cultural needs to enterprise level.</p> <p>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>
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APEC SS 3.05.28.05

SELECT, PREPARE AND SERVE SPECIALIZED FOOD ITEMS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<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>

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</p> <p>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</p> <p>1) Foods selected are appropriate to the cuisine style with regard to quality</p>	<p>UNIT VARIABLES</p> <p>This unit is a 'shell unit' covering a range of other units in cooking specialized cuisine.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated ability to</p>

<p>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 appropriately to produce authentic dish.</p> <p>Element 5 – Prepare, cook and serve a range of menu items 1) Preparation, cookery and service techniques are in keeping with the cuisine style.</p> <p>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.</p>	<p>efficiently prepare and present specialized cuisine to enterprise level. Evidence should include a detailed understanding of the particular cuisine.</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. 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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APEC SS 3.05.30.05

MONITOR FOOD AND BEVERAGE 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>

APEC SS 3.05.31.05

ESTABLISH AND MAINTAIN FOOD QUALITY CONTROL

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>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</p>

<p>Element 3 – Solve quality related problems 1) Problems related to quality control are accurately identified and solved.</p>	<p>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>
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APEC SS 3.05.32.05

DEVELOP A FOOD SAFETY PLAN (FSP)

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>

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 chillies, 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>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.</p>

APEC TOURISM WORKING GROUP

APEC TWG 01/2008A - The Training on APEC Skill Standard Concept & System

EMPOWER Associates, December 2008

<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>suitable crockery and other materials used for serving; k. ensuring appealing color and plate presentation; l. maintaining tidy work station.</p>
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APEC SS 3.05.34.05

DESIGN MENUS TO MEET TARGET MARKETS

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>

EMPOWER Associates for APEC TWG, 2005

APEC SKILL STANDARD UNITS 2005

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

APEC SKILL STANDARD UNITS CHAPTER 3.06 - DETAILED DESCRIPTION OF UNITS

APEC SS 3.06.01.05
SELECT COOK-CHILL PRODUCTION SYSTEM

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. 2) Staffing requirements are determined. 3) 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>

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>

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, 4)</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</p>

Storage area is kept clean and free of contaminants.

principles; c. stock control.

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</p> <p>This unit applies to all kinds of premises indoor and outdoor.</p> <p>Food outlets may be: mobiles/trays, stands or carts.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Equipment includes microwaves, deep fryers, hot plates, rotisseries, pans and urns, bains marie, food warmers etc.</p> <p>Cash handling and storing equipment may include electronic or manual cash registers and strong boxes and individual cash bags.</p> <p>ASSESSMENT GUIDE</p> <p>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>

APEC SS 3.06.05.05

APPLY COOK-CHILL PRODUCTION PROCESS

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 are 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 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.</p> <p>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.</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 food production; d. cook-chill systems; e. use of cook-chill production equipment; f. Hygiene and OHS regulations; g. food hazard control requirements.</p>

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>

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</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,</p>

APEC TOURISM WORKING GROUP

APEC TWG 01/2008A - The Training on APEC Skill Standard Concept & System

EMPOWER Associates, December 2008

<p>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</p> <p>1) Meals and menus are evaluated to ensure customer satisfaction.</p>	<p>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</p> <p>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>
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APEC SS 3.06.08.05

SELECT CATERING SYSTEMS

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>

APEC SS 3.06.09.05

MANAGE FACILITIES ASSOCIATED WITH COMMERCIAL CATERING CONTRACTS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Maintain facilities associated with commercial catering contracts</p> <p>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</p> <p>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</p> <p>1) All assets are clearly identified and registered. 2) Routine audits of assets are conducted. 3) Asset and inventory reports are issued.</p> <p>Element 4 – Manage client services associated with the facility</p> <p>1) Customer requirements are met including: car parking, public conveniences, ticket collection, security, recreational services, ushering, and lost property.</p>	<p>UNIT VARIABLES</p> <p>This unit applies to all kinds of premises in catering operations.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include knowledge and understanding of: stock control, sanitation, budgeting, OHS, health and hygiene regulations, and client management.</p>

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>
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APEC SS 3.06.11.05

PREPARE TENDERS FOR CATERING CONTRACTS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Clarify the requirements of specific tender briefs</p> <p>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</p> <p>1) Proposed operational details are listed including: mode of operation, staffing, transport, stock control, security / emergency plan and facilities management.</p>	<p>UNIT VARIABLES</p> <p>Catering contracts may be tendering for specific events or ongoing supply to venue/venues</p> <p>ASSESSMENT GUIDE</p> <p>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>

APEC SS 3.06.12.05 / APEC SS 3.05.xx.05

PLAN AND CONTROL MENU BASED CATERING

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Plan and prepare menus</p> <p>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</p> <p>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</p> <p>1) Security is maintained in food production and storage area to minimize risks of theft, damage or loss.</p>	<p>UNIT VARIABLES</p> <p>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.</p> <p>Menus are prepared using: a. terminology appropriate to the market and style of menu; b. item description, which will promote the dishes.</p> <p>Catering may be applied to banquets, functions, breakfast, lunches, dinners, parties, open kitchen etc either inside or outside enterprise premises.</p> <p>Types of menu may include: table d'hote, ala carte, set, function, cyclical.</p> <p>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</p> <p>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.</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>

APEC SKILL STANDARD UNITS 2005

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

APEC SKILL STANDARD UNITS CHAPTER 3.07 - DETAILED DESCRIPTION OF UNITS

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>

APEC SS 3.07.02.05

PREPARE AND PRODUCE CAKES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>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.</p> <p>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.</p>	<p>UNIT VARIABLES 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 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>

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>

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</p>	<p>UNIT VARIABLES This unit applies to all establishments where bakery products are prepared.</p>

<p>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</p> <p>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>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</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 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.</p> <p>2) Underpinning knowledge and skills required include: a. OHS; b. food and personal hygiene; c. nutrition.</p>
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APEC SS 3.07.05.05

PREPARE AND PRESENT GATEUX, TORTEN AND CAKES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare sponges and cakes</p> <p>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.</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>UNIT VARIABLES</p> <p>The preparation of cakes includes the preparation of sponges, gateaux, torten and cakes.</p> <p>ASSESSMENT GUIDE</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>

APEC SS 3.07.06.05

PRESENT DESSERT

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>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</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>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>
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APEC SS 3.07.07.05

PREPARE AND DISPLAY PETITS FOURS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare iced petits fours</p> <p>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</p> <p>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</p> <p>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</p> <p>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</p> <p>1) Petits fours are displayed to achieve maximum customer appeal and highlight competent workmanship.</p> <p>Element 6 – Store petits fours</p> <p>1) Petits fours are stored at correct temperatures and conditions to maintain maximum eating qualities.</p>	<p>UNIT VARIABLES</p> <p>Petits fours glazes may include sponge base assembled with appropriately flavored fillings cut into a variety of shapes, iced and decorated.</p> <p>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.</p> <p>Caramelized petits fours include fresh or dried fruits and nuts, filled or unfilled, coated with a light golden colored caramel.</p> <p>Fresh petits fours include bases prepared from choux or sweet paste with an appropriate filling and/or topping and decorations.</p> <p>Fillings include appropriately flavored custard, creams or ganache.</p> <p>Toppings and decorations include a variety of fresh fruits, glazes, fondant or chocolate.</p> <p>ASSESSMENT GUIDE</p> <p>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.</p> <p>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>

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 presentation and to suit the purpose. 3) Finished shapes are sealed to preserve freshness and eating quality.</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 of marzipan.</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>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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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</p> <p>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</p> <p>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</p> <p>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</p> <p>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</p> <p>1) Evidence and underpinning knowledge, skills and understanding required include: a. OHS, Food & Drugs regulations, Heath 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>

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. Correct storage procedures are applied to ensure extended shelf life.</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</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>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</p>

<p>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>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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APEC SS 3.07.11.05

PREPARE CHOCOLATE AND CHOCOLATE CONFECTIONERY

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Temper couverture</p> <p>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</p> <p>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.</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>UNIT VARIABLES</p> <p>Centers and fillings may consist of: nougat, ganache, flavored fondants, nuts, fruits, caramel, croquant, jelly, nut, fruits, combinations thereof, etc.</p> <p>Chocolate includes couverture (pure coating chocolate) in dark, milk and white and various compounds.</p> <p>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.</p> <p>Tempering techniques include: vaccination/addition 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>

APEC SS 3.07.12.05

PLAN, PREPARE AND DISPLAY SWEET BUFFET SHOW PIECES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Plan sweet buffet show pieces</p> <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>UNIT VARIABLES</p> <p>Sweet buffet show pieces include decorative pieces prepared from mainly sugar, chocolate, pastillage, croquants, marzipan, or a combination thereof.</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>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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APEC SS 3.07.13.05

PLAN AND OPERATE COFFEE SHOPS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Plan coffee shops</p> <p>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, time. Equipment, and according to establishment practices.</p> <p>Element 2 – Prepare, display and serve pastries and cakes</p> <p>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</p> <p>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</p> <p>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</p> <p>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</p> <p>1) Evidence and underpinning knowledge, skills and understanding required include: a. OHS , hygiene, nutrition, licensing regulations and government health requirements & regulations.</p> <p>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>

APEC SKILL STANDARD UNITS 2005

CHAPTER 3.08 - MICE, FUNCTIONS, SPORT & 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

APEC SKILL STANDARD UNITS CHAPTER 3.08 - DETAILED DESCRIPTION OF UNITS

APEC SS 3.08.01.05 / APEC SS 4.04.xx.05
ORGANIZE FUNCTIONS

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>

APEC SS 3.08.02.05 / APEC SS 4.05.xx.05
PROVIDE ARRIVAL AND DEPARTURE ASSISTANCE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>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.</p> <p>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.</p> <p>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</p>	<p>UNIT VARIABLES Transport terminals may include: airports, bus & coach terminals, train stations, sea ports, etc. Accommodation may include: hotels, guest houses, resorts, home-stays, camping grounds, losmens, private residence etc.</p> <p>ASSESSMENT GUIDE 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.</p>

<p>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>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>
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APEC SS 3.08.03.05

BOOK AND COORDINATE SUPPLIER SERVICE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify booking requirements</p> <p>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</p> <p>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</p> <p>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</p> <p>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</p> <p>Suppliers may be internal or external to the enterprise.</p> <p>Services may be domestic or international.</p> <p>Bookings may be made with a manual or automated system.</p> <p>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</p> <p>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.</p> <p>2) Underpinning knowledge and skills required include: a. product knowledge as appropriate; b. booking and reservation procedures.</p>

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</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</p>

<p>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>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>
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APEC SS 3.08.05.05

DEVELOP CONFERENCE PROGRAM

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify conference objectives</p> <p>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</p> <p>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</p> <p>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</p> <p>Requirements and details of conference may vary according to customer specifications.</p> <p>ASSESSMENT GUIDE</p> <p>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.</p> <p>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>

APEC SS 3.08.06.05

DEVELOP, IMPLEMENTS AND EVALUATE SPONSORSHIP PLAN

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify sponsorship opportunities</p> <p>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</p> <p>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</p> <p>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</p>	<p>UNIT VARIABLES</p> <p>Sponsored items may include: overall event sponsorship, physical items, meals, breaks and teas, tours, entertainment, speaker sessions, social events, etc.</p> <p>Potential sponsors may include: individuals, private companies, government offices, associations, educational institutions etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated ability to 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</p> <p>2) Underpinning knowledge and skills required include: a. typical sponsorship packages created for events; b.</p>

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1) Follow up contact is made with the sponsor after the event. 2) Reports and results are recorded / provided to the sponsor and internally.	sponsorship protocols; c. research skills for different areas of the market; d. reporting skills.
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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</p> <p>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</p> <p>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</p> <p>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</p> <p>This unit applies to all establishments where events are organized.</p> <p>ASSESSMENT GUIDE</p> <p>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.</p> <p>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>

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</p> <p>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</p> <p>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</p> <p>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</p> <p>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</p> <p>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.</p> <p>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 SS 3.08.09.05

PROVIDE ON SITE MANAGEMENT SERVICES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
Element 1 – Prepare for on-site management	UNIT VARIABLES

<p>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</p> <p>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</p> <p>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</p> <p>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>Suppliers may include: venues, speakers, staging & audio visual suppliers, display suppliers, caterers, entertainers, equipment hire companies, etc.</p> <p>ASSESSMENT GUIDE</p> <p>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.</p> <p>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>
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APEC SS 3.08.10.05

PROCESS AND MONITOR EVENT REGISTRATION

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Process registrations</p> <p>1) The database is established according to agreed procedures and requirements for the event/activity. 2) Registration 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</p> <p>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</p> <p>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</p> <p>Registration system may be manual or computerized.</p> <p>ASSESSMENT GUIDE</p> <p>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.</p> <p>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>

**APEC SKILL STANDARD UNITS
 2005**

CHAPTER 3.09 - GAMING OPERATION (06 Units)

SUMMARY OF UNITS

Unit code	Unit Name	Elmts	Total PC
3.09.01.05	Operate a gaming location	5	$3+5+5+8+3 = 24$
3.09.02.05	Operate a Tab outlet	5	$7+1+2+2+3 = 15$
3.09.03.05	Conduct a Keno game	7	$2+2+3+2+2+3+4 = 18$
3.09.04.05	Analyze and report on gaming machine data	3	$2+3+1 = 6$
3.09.05.05	Provide responsible gaming service	3	$4+3+5 = 12$
3.09.06.05	Operate a games location	6	$7+2+8+4+3+2 = 26$
	Total 06 units	29	101

APEC SKILL STANDARD UNITS CHAPTER 3.09 - DETAILED DESCRIPTION OF UNITS

APEC SS 3.09.01.05

OPERATE A GAMING LOCATION

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Advise customers on games and gaming activities 1) Customers are accurately advised on basic player rules and conditions. 2) Players are advised on the following as appropriate: a. the correct compilation of bet tickets for the various bet types; b. completion and lodgment of entry forms and bets; c. display of results; d. collection of payments and winnings; e. promotion materials for games. 3) Artwork and machine operations are correctly and courteously interpreted and explained to customers.</p> <p>Element 2 – Operate and maintain gaming machines 1) Machines are correctly operated according to their design functions. 2) Machines are cleared and refilled according to enterprise and government regulations. 3) Machine faults are promptly and correctly identified. 4) Simple machine repairs are made with minimum disruption to players according to manufacturer instructions, and to the level authorized by legislation and enterprise practices. 5) Machines unable to service or repair are promptly put "out of order" and reported according to enterprise practices.</p> <p>Element 3 – Monitor security of gaming areas 1) Players and onlookers are observed and unusual practices are accurately noted and promptly reported. 2) Machine security checks are carried out according to enterprise procedures. 3) Breakdown in security functions are identified and reported to appropriate persons according to enterprise practices and legislative requirements. 4) Voucher/gaming machine record books are kept secure at all times. 5) Where appropriate barring procedures are correctly followed according to enterprise policy.</p> <p>Element 4 – Make gaming machines pay out 1) Payout claims are accurately verified. 2) Payout is accurately recorded according to enterprise procedures. 3) Identification of players is checked, where required, according to enterprise and government regulation prior to payouts. 4) Situations where payout should be withheld are accurately identified and referred to the appropriate person according to enterprise and government regulations. 5) Winnings are accurately paid to the player and witnessed according to enterprise and government policy. 6) Machines are validated and returned to service promptly where appropriate. 7) Payout summaries are accurately completed and balanced with cash and machine readings. 8) Payout disputes are handled according to enterprise policies and customer service standards.</p> <p>Element 5 – Operate and maintain coin dispensing equipment 1) Machines are correctly operated to their design functions. 2) Coins are correctly dispensed and received/weighed according to enterprise procedures. 3) Machine faults are promptly and correctly identified and repaired or reported according to individual scope of responsibility.</p>	<p>UNIT VARIABLES Gaming machines may include: poker machines, approved Amusement Devices, slot machines, auxiliary gaming machine equipment such as coin dispensing equipment, stand alone games, link machines etc.</p> <p>This unit applies to all header systems including: tabaret, tattersals, EDT, data retrieval & promotional systems such as Computer Games, Dacom, Turbo Bonus, EDT, Player tracking, government monitoring systems etc.</p> <p>Games and games activities for which advice may be given include: gaming machines, totalisator agency board (TAB), Keno, Bingo, Calcuttas & sweepstakes, lotteries, miscellaneous games of chance, etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to: a. combine the technical skills required in a gaming location with customer service ability; b. explain issues of responsible provisions of gaming services; c. security issues. 2) Underpinning knowledge and skills required include: a. awareness of potential social impacts of gambling; b. it's impacts on gaming operations; c. relevant government requirements including: responsible provision for gaming services, general license, repairers license, general accounting requirements, fees / tax/ levies etc; d. details of gaming functions such as credit/currency system, display screens & menus, data retrieval system; e. enterprise security and safety procedures for gaming machines.</p>

APEC SS 3.09.02.05

OPERATE A TAB OUTLET

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Set up a TAB outlet 1) Machines are turned on and logged on. 2) Messages are extracted from machines and acted upon. 3) Prior to opening TAB race lists are posted for customers according to TAB guidelines. 4) Ticket bins are stocked. 5) Form guides are displayed. 6) Odd monitors are loaded with the day's/night's meetings. 6) Austex/teletext facilities are set up ensuring pages and sub pages are correctly displayed on a number of TV sets.</p> <p>Element 2 – Advise customers on TAB operations and regulations</p>	<p>UNIT VARIABLES TAB is Totalisator Agency Board operations.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to</p>

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<p>1) Customers are correctly advised on TAB procedures and regarding: correct compilation of bet tickets for various bet types, lodgment of forms, display of race and results, collection of winning etc.</p> <p>Element 3 – Operate the TAB betting machines</p> <p>1) TAB operations and administration manuals are correctly followed for: paying & selling; cancellations & late cancellations; exchange of tickets; copy of tickets; reporting of lost and damaged tickets. 2) Error messages are correctly interpreted and action taken to rectify errors.</p> <p>Element 4 – Monitor daily racing activities</p> <p>1) Information on daily racing activities is obtained through appropriate sources including: TV monitors; TAB terminal messages; information dispatched by TAB. 2) Wall lists are promptly updated as new information is received.</p> <p>Element 5 – Clean and maintain TAB equipment</p> <p>1) Machines are cleaned according to TAB instructions and guidelines. 2) Simple machine repairs are made with minimum disruption to punters and according to TAB specifications. 3) Machines unable to service are promptly reported to the TAB and follow up action taken to ensure breakdown is rectified.</p>	<p>operate a TAB outlet according to TAB procedures.</p> <p>2) Underpinning knowledge and skills required include: a. basic rules and regulations of TAB; b. compilation of various bet types; c. machine maintenance and cleaning; d. setting up an outlet; e. operation of a terminal; f. error recovery; g. accounting procedures; h. operation of Austext and Teletext; i. security procedures.</p>
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APEC SS 3.09.03.05

CONDUCT A KENO GAME

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Advise customers on features of Keno</p> <p>1) Players are advised on the operation of the game including: completion of entry forms; verbal entries; lodgment of forms; bet type; prize schedules; player rules and conditions/limits; display of winning numbers; collection of payments. 2) Customers are advised on Keno promotions where appropriate.</p> <p>Element 2 – Process bet types</p> <p>1) Verbal and standard entry bet types are correctly identified. 2) Bet types are processed according to designated procedures.</p> <p>Element 3 – Pay out prizes</p> <p>1) Cash and cheque payouts are processed according to pre-set limits. 2) Cash and cheque transactions are performed according to agency and system limits. 3) Large payouts, bets, cash-ins / cash-outs are referred to the appropriate person.</p> <p>Element 4 – Cancel tickets</p> <p>1) Tickets are cancelled through the card reader, by serial number, or when not available, through arranging a claim for cancellation through appropriate measures according to enterprise procedures. 2) Tickets are re-issued where required.</p> <p>Element 5 – Operate general functions</p> <p>1) General functions are considered and used when necessary according to authorized limitations, to assist operator in the following: cash high / cash low; disputes; signing on / signing off; balancing; maintenance. 2) Authorization is sought from the appropriate person where required.</p> <p>Element 6 – Clean and maintain terminals</p> <p>1) Card readers are cleaned regularly. 2) New rolls and ribbons are correctly changed. 3) Maintenance problems are promptly identified and appropriate measures are taken.</p> <p>Element 7 – Monitor security of Keno operations</p> <p>1) Keno rules are accurately followed. 2) The terminal disable function is used when appropriate. 3) Where appropriate, the Keno Hotline is called for assistance. 4) Players and on-lookers are observed and unusual practices are accurately noted and promptly reported.</p>	<p>UNIT VARIABLES</p> <p>General functions include: options to assist operator in administrative and functional procedures such as previous game transactions, balancing procedures, cash high / cash low, etc. Limitations and responsibilities are determined by enterprise policy. Appropriate measures taken in cases of cancellation of tickets and maintenance problem include calling Keno Hotline service or normal enterprise procedures. Maintenance may include checking paper feed, resetting card reader, etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated understanding of Keno operations and the ability to operate Keno equipment within enterprise acceptable timeframes.</p> <p>2) Underpinning knowledge and skills required include: a. general understanding of the gaming industry; b. overview of required legislation applies to Keno games; c. player rules; d. Keno operations and functions.</p>

APEC SS 3.09.04.05

ANALYZE AND REPORT ON GAMING MACHINE DATA

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Obtain gaming machine data</p> <p>1) Data is obtained according to enterprise procedures and legislative requirements. 2) Data is recorded using the correct methods and terminology.</p>	<p>UNIT VARIABLES</p> <p>This unit applies to functional operation and analytical functions of gaming machines at the workplace level. Data retrieval systems could be: manual, electronic, accounting,</p>

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<p>Element 2 – Analyze data 1) Data is analyzed according to enterprise procedures and legislative requirements. 2) Cash flow analysis is performed according to the correct mathematical equation including: turnover and actual coin in. 3) Variances are evaluated and possible causes are identified according to legislative requirements and enterprise procedures.</p> <p>Element 3 – Prepare reports 1) Report are accurately prepared and presented to the appropriate person according to enterprise standards and legislative requirements.</p>	<p>promotional, or security. Data may include: gross results of operation, operational data of a gaming machine and/or cash flow.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to accurately analyze and report on gaming machines for a range of different types of games. 2) Underpinning knowledge and skills required include progressive system such as stand alone, bonus link, inter-venue etc.</p>
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APEC SS 3.09.05.05

PROVIDE RESPONSIBLE GAMING SERVICE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify and assist potential problem gamblers 1) Customers with potential gambling problems are identified based on accepted indicators including: seeking of credit, distressed behavior, self request, or voluntary disclosure problem. 2) Customer is informed of available support services and procedures for referral to counseling assistance. 3) Appropriate support materials are provided to the customer.</p> <p>Element 2 – Provide assistance to family and friends 1) Sources of assistance for the potential problem gambler are clearly and sensitively explained to family members or friends. 2) Process and procedures for referral to counseling agency is correctly and sensitively described to family members or friends. 3) Privacy of the customer and the family member is respected.</p> <p>Element 3 – Bar problem gamblers 1) Formal procedures for barring a customer from gambling are correctly followed. 2) Process and consequences of the barring procedures are clearly and courteously explained to customers. 3) Procedures to be followed if bar is broken are clearly and courteously explained. 4) Barring interview is conducted discreetly and sensitively. 5) Appropriate liaison is undertaken with security personnel.</p>	<p>UNIT VARIABLES None.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated understanding of relevant legislation in relation to responsible gaming practices; understanding of reasons for and social impacts of gambling problems; ability of communications skills with potential gamblers; provide counseling support; and follow correct procedures in relation to barring of customers. 2) Underpinning knowledge and skills required include: a. relevant government requirements to responsible gaming practices; b. knowledge of reasons for and social impacts of gambling problems; c. counseling techniques.</p>

APEC SS 3.09.06.05 / APEC SS 4.06.xx.05

OPERATE A GAMES LOCATION

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare games locations for customers 1) The games location is checked for cleanliness, safety and security according to company policy and procedures. 2) Equipment is checked and prepared for operation. 3) Signage is checked and correctly displayed. 4) Prizes and other supplies are checked to ensure sufficient stock levels. 5) Prizes are attractively displayed. 6) The number of stock items is accurately recorded. 7) Additional supplies are ordered where appropriate.</p> <p>Element 2 – Inspect games prior to opening 1) Each game is correctly inspected according to company policy and procedures. 2) Faults are immediately reported to supervisor.</p> <p>Element 3 – Conduct games operations 1) Rules and regulations are enforced during games. 2) Customer questions on games are correctly answered. 3) All prizes given are recorded for data analysis and stock take purposes according to company procedures. 4) The location is kept clean at all times. 5) Crowd size is monitored and maximum numbers are not exceeded. 6) Customer behavior is monitored to ensure a safe and pleasant environment for all customers. 7) Customers are firmly but courteously requested to change inappropriate behavior. 8) Assistance is sought from supervisor or security personnel as appropriate.</p> <p>Element 4 – Clean and maintain games 1) Games are regularly inspected and cleaned as appropriate. 2) Game faults are correctly identified. 3) Simple repairs are made with minimum disruption to customers according to manufacturer instructions and company policy. 4) Games are put out of order where necessary and the fault immediately reported</p>	<p>UNIT VARIABLES Games may be: computerized, manual, coin operated, group, individual, pay per use, included in entry etc.</p> <p>ASSESSMENT GUIDE 1) Look for: a. ability to apply games operational procedures including set up, inspection, cleaning and maintenance, actual conduct of games and close down of games area; b. ability to accurately complete games operation documentation. 2) Underpinning knowledge and skills required include: a. security procedures in specific relation to games operations; b.</p>

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<p>to the appropriate supervisor.</p> <p>Element 5 – Close down games locations</p> <p>1) Close down procedures are carried out according to company policy and procedures and manufacturer instructions. 2) Resources, equipment and stock are secured according to company policy and procedures. 3) The area is cleaned and prepared for the next day operation.</p> <p>Element 6 – Complete reports and documentation</p> <p>1) Tally, data records and reports are accurately produced according to company requirements within designated timeframe. 2) Reports are forwarded to the appropriate area within required timeframe.</p>	<p>record keeping and documentation procedures for games; c. knowledge of individual game operations and rules; d. health and safety requirements as they apply to games operations.</p>
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APEC SKILL STANDARD UNITS 2005

CHAPTER 4.01 - TOURISM CORE (02 Units)

SUMMARY OF UNITS

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

APEC SKILL STANDARD UNITS CHAPTER 3.01 - DETAILED DESCRIPTION OF UNITS

APEC SS 4.01.01.05 / APEC SS 3.01.01.05
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 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 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 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>

APEC SS 4.01.02.05 / APEC SS 3.01.02.05
PROVIDE APEC & ASEAN 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>

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APEC SKILL STANDARD UNITS 2005

CHAPTER 4.02 - RETAIL & WHOLESALE TRAVEL (13 Units)

SUMMARY OF UNITS

Unit code	Unit Name	Elmts	Total PC
4.02.01.05	Receive and process reservations (idem 3.03.xx.05)	4	4+6+2+2 = 14
4.02.02.05	Operate a computerized reservation system (idem 3.03.xx.05/ 1.03.xx.05)	3	2+4+2 = 8
4.02.03.05	Maintain product information inventory (idem 3.03.xx.05 / 2.01.xx.05)	4	2+2+3+3 = 10
4.02.04.05	Administer billing and settlement plan (BSP) (idem 3.03.xx.05 / 2.02.xx.05)	2	5+3 = 8
4.02.05.05	Source and package tourism products and services (idem 4.07.xx.05)	2	5+8 = 13
4.02.06.05	Source and provide destination information and advice	3	4+3+4 = 11
4.02.07.05	Access and interpret product information	3	2+2+4 = 8
4.02.08.05	Prepare quotations	3	5+4+2 = 11
4.02.09.05	Process non air documentation	2	1+5 = 6
4.02.10.05	Construct and ticket domestic airfares	3	2+4+3 = 9
4.02.11.05	Construct and ticket normal international airfares	3	2+1+2 = 5
4.02.12.05	Construct and ticket promotional international airfares	3	3+3+2 = 8
4.02.13.05	Apply advances airfare rules and procedures	7	2+2+2+1+2+2+2 = 13
	Total 13 units	42	124

APEC SKILL STANDARD UNITS CHAPTER 4.02 - DETAILED DESCRIPTION OF UNITS

**APEC SS 4.02.01.05 / APEC SS 3.03.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>

**APEC SS 4.02.02.05 / APEC SS 3.03.xx.05 / APEC SS 1.03.xx.05
OPERATE A COMPUTERIZED RESERVATION SYSTEM**

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>

**APEC SS 02.03x.05 / 3.03.xx.05 / APEC SS 2.01.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</p>	<p>UNIT VARIABLES Information inventory may include</p>

<p>appropriate time. 2) Information is correctly interpreted and reviewed prior to entry into inventory.</p> <p>Element 2 – Enter data into inventory system</p> <p>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</p> <p>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</p> <p>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>general information of enterprise products, company sales & marketing systems, rates / costs / tariffs,</p> <p>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>
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APEC SS 4.02.04.05 / 3.03.xx.0.05 / APEC SS 2.02.xx.05

ADMINISTER BILLING & SETTLEMENT PLAN (BSP)

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Report on sales and refunds</p> <p>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. 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>UNIT VARIABLES</p> <p>BSP procedures may change according to specific regulations (such as IATA, Consumer Association etc).</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>

APEC SS 4.02.05.05 / APEC SS 4.07.xx.05

SOURCE AND PACKAGE TOURISM PRODUCTS AND SERVICES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Source products and services</p> <p>1) Product initiatives are developed within the context of the enterprise overall business plan and marketing focus. 2) Product objectives are identified in consultation with appropriate colleagues and customers. 3) Potential destinations and products are identified and researched using the following methods as appropriate: a. desk research; b. personal contact with tourism authorities / product suppliers / distribution network; c. destinations / site inspections. 4) Destination and product details are assessed for suitability including: Costs, availability, features & benefits and profit potential. 5) Destinations and products are selected based on research conducted and relationship to other products / services offered by the business.</p> <p>Element 2 – Package products and services</p> <p>1) Programs are developed to meet the requirements of specific customers / markets in relation to: budget, product / service preferences, time constraints, and practicality. 2) Program components are combined and integrated to create maximum value and salability. 3) Where appropriate, agreements are made with suppliers and confirmed in writing according to enterprise procedures. 4) Program costs are calculated according to enterprise requirements to take account of the following as appropriate: commissions, contract agreements, mark-up / profit margin requirements, payment terms, relevant exchange rate implications, taxes, staff costs, promotional costs, and telecommunications costs. 5) Pricing structures are clearly presented and include full details of all inclusions, exclusions and add-ons. 6)</p>	<p>UNIT VARIABLES</p> <p>Packaged tourism products may include: conference packages, social events, tour program and packages (day, extended, eco, cultural, educational, or business, etc), special interest itineraries, incentives, series tours, etc.</p> <p>Products and services may include: accommodation, transport, hire car, attractions, tours, catering, entertainment, conference facilities, specialist services (guides, interpreters, etc), etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated ability to: a. source and package a range of different products and services to meet specific market need; b. develop and price practical programs that meet both customer needs and enterprise business requirements.</p> <p>2) Underpinning knowledge and skills required include: a. national, regional and international regulations that impact on the packaging and development of tourism products; b. industry information networks; c. industry practices in</p>

Details are confirmed and finalized in writing. 7) Legal requirements are checked and incorporated. 8) Programs are presented to appropriate colleagues / customers for approval prior to promotion in the market place and within required time frames.

packaging products as appropriate to different sectors; d. market knowledge in relation to product being developed and potential customers.

APEC SS 4.02.06.05

SOURCE AND PROVIDE DESTINATION INFORMATION AND ADVICE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Develop destination knowledge 1) Information sources for current and accurate information are correctly identified and accessed. 2) Information on features of the destination and the general style of tourism products available is obtained. 3) Information to meet different customer needs is accurately identified and obtained. 4) Information is recorded and stored for future use according to enterprise systems.</p> <p>Element 2 – Update destination knowledge 1) Informal and formal research are used to update destination and general product knowledge. 2) Feedback on experience with destinations is sought from colleagues and customers and shared with other organizations where appropriate. 3) Updated information is shared with colleagues according to enterprise procedures.</p> <p>Element 3 – Provide destination information and advice to customers 1) Information and advice needs are accurately identified. 2) A range of current and accurate destination and general product information and advice is provided in a timely manner in accordance with organization procedures. 3) Scope and depth of the information are appropriate to customer needs. 4) Information and advice are presented in an appropriate format and style.</p>	<p>UNIT VARIABLES The range of destination knowledge will vary according to the industry sector and workplace. Destination knowledge may include but is not limited to: major tourist areas; geographic features; history; local economy; local custom; special regional features; cultural elements; special features of the host community such as festivals, holidays, cultural events; appropriate health and safety considerations; climate and seasonal factors; local facilities including transport, accommodation, eating out; banking and currency information; etc. General product information may include styles of product available within the destination and seasonal availability of product. Informal and formal research may include: discussions with colleagues and customers; formal study; reading of brochures; trade and general media; product updates and launches; promotional seminars; direct contact with other organizations; familiarizations; reading of travel guide books; accessing the internet; video; etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to: a. research current, relevant and accurate information on tourism destinations and the styles of product offered in those destinations; b. knowledge of current industry information networks and sources; c. present accurate and current information in simple and friendly format. 2) Underpinning knowledge and skills required include: a. sources of information on destinations; b. knowledge of industry information networks; c. typical ways that individuals update their knowledge in the tourism industry; d. understanding of ways in which customers seek information.</p>

APEC SS 4.02.07.05

ACCESS AND INTERPRET PRODUCT INFORMATION

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify and access product information 1) Sources of product information are correctly identified and accessed. 2) Appropriate sources are selected according to with enterprise policy, commercial agreements and specific needs.</p> <p>Element 2 – Interpret product information 1) Information sources are correctly interpreted and applied including timetables, brochures, etc. 2) Specific product information is correctly interpreted and applied including: costs / tariffs / rates; conditions and rules; scheduling information; product codes; booking procedures.</p> <p>Element 3 – Provide product advice 1) Product advice and information needs are accurately identified. 2) Current and accurate product advice and information are provided in a timely manner. 3) Scope and depth of the information are appropriate to customer needs. 4) Information and advice are presented in an appropriate format and style.</p>	<p>UNIT VARIABLES Product information system may be manual or automated. Sources of product information may include: brochures, timetables, computer data, tariff sheets, confidential tariff, etc. Products may include: transportation, touring products, cruises, accommodation, attractions, special events, recreational activities, convention / conference facilities, FF and catering facilities, currency and banking service, etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated knowledge and ability in: a. accessing and correctly interpreting information on different categories of tourism products within enterprise acceptable timeframes; b. knowledge of product terminology and procedures as appropriate to the enterprise. 2) Underpinning knowledge and skills required include: a. major categories of tourism products; b. industry terminology and common abbreviations in relation to major product categories; c. general procedures and specific legal issues in relation to major product categories.</p>

APEC SS 4.02.08.05

PREPARE QUOTATIONS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Calculate costs of products and services 1) Product costing information is accurately sourced, selected and interpreted. 2) Costs are negotiated with suppliers as appropriate and according to commercial agreements / relationships. 3) Where appropriate, commission / mark-up procedures are accurately applied according to enterprise procedures and requirements. 4) Currency conversions are accurately calculated if required. 5) Final cost to the customer is accurately calculated.</p> <p>Element 2 – Develop quotations to customers 1) Accurate quotations are provided to customers in accordance with enterprise procedures and formats. 2) Options are offered as appropriate. 3) Quotations include details on the following as appropriate: inclusions & exclusions; payment requirements; general conditions and rules; etc. 4) quotations are accurately and legibly recorded and filed according to enterprise procedures.</p> <p>Element 3 – Update and amend quotations 1) Quotations are accurately adjusted and updated to take account of changed arrangements. 2) Adjustments are accurately recorded and processed according to enterprise procedures.</p>	<p>UNIT VARIABLES Quotations may be: for single or multiple products and service; prepared using manual or automated system; for domestics or international products and service; etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated ability to accurately cost and quote on a range of products and services within enterprise acceptable timeframes; and demonstrated knowledge of industry practices in relation with commission and mark-up. 2) Underpinning knowledge and skills required include industry commission / mark-up procedures.</p>

APEC SS 4.02.09.05

PROCESS NON-AIR DOCUMENTATION

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Interpret information required for processing of documentation 1) Industry information sources and documents are correctly interpreted including the following as appropriate: timetables, reservation data (manual or computerized), brochure information, price schedules, visa guides, etc.</p> <p>Element 2 – Process documentation 1) Documentation is correctly processed within designated timelines. 2) All required details are accurately recorded on documentation. 3) Appropriate calculations are accurately made. 4) Documentation is checked for accuracy prior to issuance. 5) Coupons are accurately processed according to enterprise and industry procedures.</p>	<p>UNIT VARIABLES Documentation may apply in a domestic or international context. Documentation may be processed in a manual or automated system. Documentation may include: accommodation vouchers, bus/coach/ rail tickets, car rental voucher, cruise voucher, attraction entry, tour vouchers, travel insurance documents, confirmation vouchers, visa forms, commission vouchers, itineraries, sales returns, etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated: a. ability to correctly issue / process accurate travel related documents within enterprise acceptable timeframes; b. general knowledge of the previous types of industry documentation; c. understanding of principles that apply to the processing of any type of documentation. 2) Underpinning knowledge and skills required include: a. procedures and principles that underpin the processing of documentation; b. typical documentation used in the tourism industry; c. basic numerical skills.</p>

APEC SS 4.02.10.05

CONSTRUCT AND TICKET DOMESTIC AIRFARES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Interpret domestic airfare information 1) Sources of fare information are identified and accessed including: airlines guides, fare manuals, computerized data and general information from airlines. 2) Information on fares and fare rules is correctly interpreted including: city codes, airlines codes, fare basis, normal fares, discounted / promotional fees, taxes etc.</p> <p>Element 2 – Construct and cost domestic airfare and itineraries 1) Airfares and itineraries are accurately constructed to meet customer needs including: sector area, through fares, mixed class fares, fares for round, circle and open jaw trips, fares including open dates and surface segments, etc. 2)</p>	<p>UNIT VARIABLES Airfares and air itineraries are constructed and sold according to airline regulations. Construction and ticketing may be undertaken using manual or automated system.</p> <p>ASSESSMENT GUIDE 1) Look for: a. ability to provide accurate advice on domestic airfares/fare rules; b. ability to create practical</p>

<p>Airfares are constructed in a manner which creates the best possible fare and travel benefits for the customer. 3) Airlines schedules are used to create the optimum itinerary for customers. 4) Fare costs are accurately calculated and provided to the customer with specific reference to conditions that apply.</p> <p>Element 3 – Process domestic air travel document</p> <p>1) All details are accurately recorded on documents according to IATA regulations including tickets, miscellaneous charge orders, prepaid tickets advices, credit card charge forms, etc. 2) Coupons are processed according to enterprise, IATA and BSP procedures. 3) Where required refunds are processed according to enterprise, IATA and BSP procedures.</p>	<p>air itineraries in response to customer needs; c. ability to correctly process all related documentation within enterprise acceptable timeframes; d. knowledge of the range of domestic air travel products and procedures.</p> <p>2) Underpinning knowledge and skills required include:</p> <p>a. range of domestic airfare options; b. general knowledge of fare rules as they apply to different types of fares; c. ticketing procedures and regulations for domestic air tickets including the role of IATA.</p>
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APEC SS 4.02.11.05

CONSTRUCT AND TICKET NORMAL INTERNATIONAL AIRFARES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Interpret international airfare information</p> <p>1) Sources of international airfare information are correctly identified and accessed. 2) International airfare information is correctly interpreted including: IATA areas, global indicators, international sales indicators, international airline terminology, and general air travel rules and restrictions.</p> <p>Element 2 – Construct international airfares</p> <p>1) International airfares are correctly constructed for one way and return journeys according to IATA regulations including: mileage system, higher intermediate fares rule, one way backhaul check, circle trip minimum fare check, currency regulations and NUC principles, required taxes, and special fares and other charges.</p> <p>Element 3 – Process international air travel documentation</p> <p>1) All details are accurately recorded on documents according to IATA regulations including: tickets, miscellaneous charge orders, and credit card charge forms. 2) Coupons are processed according to enterprise, IATA and BSP procedures as appropriate.</p>	<p>UNIT VARIABLES</p> <p>Airfares and air itineraries are constructed and sold according to IATA / airline regulations.</p> <p>Construction and ticketing may be undertaken using a manual or automated system</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. ability to provide accurate advice on international airfares / fare rules; b. ability to create practical international air itineraries; c. ability to correctly process international air travel documentation within enterprise acceptable timeframes for a range of fare types; d. knowledge of the range of international fare types.</p> <p>2) Underpinning knowledge and skills required include: a. familiarity with content and format of text-based tariffs and supporting manuals or automated fares system; b. components of an international airline ticket; c. normal fare construction principles and procedures.</p>

APEC SS 4.02.12.05

CONSTRUCT AND TICKET PROMOTIONAL INTERNATIONAL AIRFARES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Interpret promotional airfare information</p> <p>1) Sources of information for promotional fares are correctly identified and accessed. 2) Fare rules for promotional fares are correctly interpreted. 3) Nett fare information is correctly interpreted.</p> <p>Element 2 – Construct promotional airfares</p> <p>1) Promotional airfares are correctly selected according to itinerary needs. 2) Promotional airfares are constructed and calculated according to appropriate rules. 3) Add-on charges are correctly applied.</p> <p>Element 3 – Process promotional air travel documentation</p> <p>1) All details are accurately recorded on documents according to IATA regulations including: tickets, miscellaneous charge orders, and credit card charge forms. 2) Coupons are processed according to enterprise, IATA and BSP procedures as appropriate.</p>	<p>UNIT VARIABLES</p> <p>Airfares and air itineraries are constructed and sold according to IATA / airline regulations.</p> <p>Construction and ticketing may be undertaken using a manual or automated system.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. ability to provide accurate advice on promotional airfares / fare rules; b. ability to create practical itineraries; c. ability to correctly process all related documentation for a range of commonly used promotional airfares from home point within enterprise acceptable timeframes; d. knowledge of a range of promotional fares available.</p> <p>2) Underpinning knowledge and skills required include: a. familiarity with the format and content of air tariff or automated fares systems; b. range of promotional international fares; c. the role of nett fares; d. interpretation of fare as they apply to international promotional fares.</p>

APEC SS 4.02.13.05

APPLY ADVANCED AIRFARE RULES AND PROCEDURES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES &
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	ASSESSMENT GUIDE
<p>Element 1 – Construct mixed class fares 1) Options for mixed class combinations are accurately identified. 2) Mixed class fares are accurately calculated and documented according to IATA procedures.</p> <p>Element 2 – Construct fares incorporating add-ons 1) Add-on tables are correctly interpreted. 2) Through fares incorporating add-ons are accurately calculated and documented according to IATA procedures.</p> <p>Element 3 – Apply minimum checks 1) Minimum checks are correctly applied to appropriate itineraries. 2) Fares are calculated and documented according to IATA procedures.</p> <p>Element 4 – Issue international pre-paid ticket advices 1) Prepaid ticket advices are accurately calculated and documented for journeys commencing outside the country of sale according to IATA procedures.</p> <p>Element 5 – Apply indirect travel limitation rules 1) Itineraries which do not comply with the Indirect Travel Limitations rule are accurately identified. 2) Sectorized journeys and side trips are accurately calculated and documented according to IATA procedures.</p> <p>Element 6 – Construct round the world journeys 1) Itineraries incorporating round the world journeys are accurately identified. 2) Fares are accurately constructed and round the world minimum checks are applied according to IATA procedures.</p> <p>Element 7 – Construct fares for open jaw journeys 1) Itineraries incorporating open jaw journeys are accurately identified. 2) Fares are accurately constructed for open jaw journeys according to IATA procedures.</p>	<p>UNIT VARIABLES Airfares and air itineraries are constructed and sold according to IATA / airline regulations. Construction and ticketing may be undertaken using a manual or automated system.</p> <p>ASSESSMENT GUIDE 1) Look for: a. ability to correctly apply the stated international airfare rules and procedures; b. ability to issue related documentation within enterprise acceptable timeframes. 2) Underpinning knowledge and skills required include: a. detailed knowledge of fare construction principles and procedures.</p>

**APEC SKILL STANDARD UNITS
 2005**

CHAPTER 4.03 - TOUR OPERATIONS (09 Units)

SUMMARY OF UNITS

Unit code	Unit Name	Total elements	Total PC
4.03.01.05	Allocate tour resources	3	2+9+2 = 13
4.03.02.05	Conduct pre departure checks	4	1+3+4+1 = 9
4.03.03.05	Drive vehicles	3	5+2+4 = 11
4.03.04.05	Drive coach / buses	3	7+2+4 = 13
4.03.05.05	Operate and maintain a 4 WD vehicle	3	4+3+3 = 10
4.03.06.05	Carry out vehicle maintenance and minor repairs (idem 2.06.xx.05)	4	2+2+3+1 = 8
4.03.07.05	Set up and operate a camp site	4	3+4+4+5 = 16
4.03.08.05	Provide camp site catering	4	3+3+6+2 = 14
4.03.09.05	Operate tours in a remote area	3	2+2+6 = 10
	Total 09 units	31	104

APEC SKILL STANDARD UNITS CHAPTER 4.03 - DETAILED DESCRIPTION OF UNITS

APEC SS 4.03.01.05

ALLOCATE TOUR RESOURCES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify resource requirements 1) Tour resource requirements are identified through timely liaison with appropriate colleagues / other departments. 2) Reservations and sales data is correctly interpreted and applied in the application of resources.</p> <p>Element 2 – Allocate resources to meet operational needs 1) Resources are organized to meet the needs of particular tours and specific customer requirements. 2) Resource organization complies with enterprise procedures for long and short term planning. 3) Resources are allocated within budget constraints. 4) Resources are allocated according to maintenance, safety and other regulation requirements. 5) Colleagues and customers are provided with resource information in a timely manner. 6) Documentation is accurately prepared and distributed. 7) Contingency plans are put in place and acted upon when required. 8) Changes in resource priorities are recognized and adjustments made accordingly. 9) Where necessary additional or external resources are organized.</p> <p>Element 3 – Monitor and adjust resource allocation 1) Efficiency and effectiveness of resources is monitored and adjusted where required. 2) Feedback is regularly and accurately reported to colleagues to facilitate continuous improvement of the operations.</p>	<p>UNIT VARIABLES Resources may include both human and physical resources. Resources allocation may be completed with a manual or automated system Human resources may include: drivers, tour guides, driver / guides, hostesses, interpreters, counter staff, etc. Physical resources may include: vehicles, vessels, camping equipment, catering equipment, maintenance equipment, FB, etc.</p> <p>ASSESSMENT GUIDE 1) Look for: a. ability to identify and allocate the full range of resources required for the effective and efficient operation of a tour or tours; b. knowledge of the legal, safety and statutory requirements that impact on this aspect of tour operations. 2) Underpinning knowledge and skills required include: a. legal regulations in relation to both human and physical resources allocation; b. principles of planning; c. sales and reservations procedures as appropriate; d. typical systems and documentation used to control resource allocation.</p>

APEC SS 4.03.02.05

CONDUCT PRE-DEPARTURE CHECKS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify requirements 1) Tour and briefing documentation is accurately interpreted to identify the range of equipment and supplies required.</p> <p>Element 2 – Check equipment and supplies 1) All equipment and supplies are checked for correct quantity and appropriate quality against documented requirements. 2) Safety checks are conducted according to enterprise procedures and statutory requirements. 3) Shortfalls and problems are promptly identified, reported and followed up to ensure rectification.</p> <p>Element 3 – Load equipment and supplies 1) Equipment and supplies are loaded according to legal and OHS guidelines. 2) Loading takes account of terrain to be covered and need for access to equipment and supplies. 3) Hazardous items are identified and appropriately loaded. 4) Load is inspected prior to departure.</p> <p>Element 4 – Complete documentation 1) Pre-departure documentation is accurately completed according to enterprise and statutory requirements.</p>	<p>UNIT VARIABLES Departures may be from original point of departure or from any departure point during tour. Equipment and supplies may include: camping equipment, catering equipment, maintenance equipment, FB, luggage, stationeries, medication / first aid kit, commercial cargo, etc.</p> <p>ASSESSMENT GUIDE 1) Look for: a. ability to check and safely load equipment and supplies for a given tour according to supplied documentation; b. knowledge of the safety, legal regulations that apply to tour operators. 2) Underpinning knowledge and skills required include: a. vehicle / vessel loading techniques as appropriate; b. legal regulations in relation to equipment and supplies; c. typical tour documentation.</p>

APEC SS 4.03.03.05

DRIVE VEHICLES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Drive vehicles 1) Vehicles is started, steered, maneuvered, positioned and stopped according to traffic regulations and manufacturer instructions. 2) Engine power is managed to</p>	<p>UNIT VARIABLES Type of vehicle include all cars and vehicles equal to or less than 2 tons and seating up to 9</p>

<p>ensure efficiency and performance and to minimize engine and transmission damage. 3) Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving. 4) The vehicle is driven in reverse, maintaining visibility and achieving accurate positioning. 5) The vehicles is parked, shut down and secured according to manufacturer specifications, traffic regulations and company procedures.</p> <p>Element 2 – Monitor traffic and road conditions</p> <p>1) The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations. 2) Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities.</p> <p>Element 3 – Monitor and maintain vehicle performance</p> <p>1) Vehicle performance is maintained through pre-operational inspections and checks of the vehicle. 2) Performance and efficiency of vehicle operation is monitored during use. 3) Defective or irregular performance or malfunctions are reported to the appropriate authority. 4) Vehicle records are maintained / updated and information is processed according to company procedures.</p>	<p>adults including driver and all types of transmissions.</p> <p>Regulation include: license category information, traffic laws and regulations, special regulatory requirements and emergency procedures.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. sufficient knowledge of road rules, vehicle controls & indicators, defensive driving techniques, engine power management and safe driving strategy; b. ability to start, steer, maneuver, positions, stop, etc.</p> <p>2) Underpinning knowledge and skills required include: road laws, vehicle handling procedures, vehicle controls & indicators, transmission types, defensive driving, map reading, monitoring and anticipating traffic hazards, and stress management.</p>
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APEC SS 4.03.04.05

DRIVE COACH / BUSES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Drive vehicles</p> <p>1) Coach / bus is started, steered, maneuvered, positioned and stopped according to traffic regulations and manufacturer instructions. 2) Engine power is managed to ensure efficiency and performance and to minimize engine and transmission damage. 3) Engine operation is maintained within manufacturer specified instructions through effective transmission use. 4) The braking system of coach / bus is managed and operated to ensure effective control of the vehicle under all conditions. 5) Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving. 6) The coach / bus is driven in reverse, maintaining visibility and achieving accurate positioning. 7) The coach / bus is parked, shut down and secured according to manufacturer specifications, traffic regulations and company procedures.</p> <p>Element 2 – Monitor traffic and road conditions</p> <p>1) The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations. 2) Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities.</p> <p>Element 3 – Monitor and maintain vehicle performance</p> <p>1) Coach / bus performance is maintained through pre-operational inspections and checks of the vehicle. 2) Performance and efficiency of vehicle operation is monitored during use. 3) Defective or irregular performance or malfunctions are reported to the appropriate authority. 4) Vehicle records are maintained / updated and information is processed according to company procedures.</p>	<p>UNIT VARIABLES</p> <p>Type of vehicle include all cars and vehicles equal to or less than 2 tons and seating up to 9 adults including driver and all types of transmissions.</p> <p>Regulation include: license category information, traffic laws and regulations, special regulatory requirements and emergency procedures.</p> <p>ASSESSMENT GUIDE</p> <p>1) Assessment must confirm sufficient knowledge of the requirements for the transport of special load; and ability to apply this knowledge for the special types of load.</p> <p>2) Underpinning knowledge and skills required include: road laws, vehicle handling procedures, vehicle controls & indicators, air brake systems, defensive driving, map reading, monitoring and anticipating traffic hazards, and stress management.</p>

APEC SS 4.03.05.05

OPERATE AND MAINTAIN A 4-WHEEL DRIVE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Use the feature of a 4WD vehicle</p> <p>1) 4WD vehicles are correctly and safely operated both on and off the road. 2) Situations where the engagement of 4WD is required are correctly identified. 3) Customers are advised of any special safety precautions to be taken when traversing rough terrain. 4) The special features of a 4WD vehicle are correctly, safely and responsibly use to navigate a range of terrain including: steep inclines, very soft ground, rocky areas, sand, water crossings mud/black soil, etc.</p> <p>Element 2 – Recover 4WD vehicles</p> <p>1) A range of techniques are correctly and safely used to recover vehicles from</p>	<p>UNIT VARIABLES</p> <p>Routine maintenance / repairs may include: changing wheels in uneven terrain; puncture repairs; bleeding a diesel engine etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. ability to safely and correctly use the features of a 4WD to navigate a range of terrain; b. ability to safely apply recovery techniques to 4WD vehicles; c. knowledge of and ability to apply</p>

<p>adverse terrain including: sand, rock areas and water crossing. 2) Customer safety is considered throughout the recovery exercise. 3) Post recovery repairs are correctly performed.</p> <p>Element 3 – Perform maintenance and minor repairs on 4WD vehicles</p> <p>1) Maintenance equipment including spares and fluids is correctly selected / accessed prior to tour departure according to: duration of tour; type of terrain to be covered; and remoteness of area to be visited. 2) Vehicles are regularly checked prior to and during tour and routine maintenance / repair tasks are correctly performed. 3) Vehicle performance reports are promptly made to designated person.</p>	<p>maintenance and repair techniques specific to 4WD vehicles; d. knowledge of legal and safety issues that apply to local 4WD tours.</p> <p>2) Underpinning knowledge and skills required include: a. features and handling characteristics of 4WD vehicles; b. differences between 2WD and 4WD vehicles and their impacts on vehicle operations and capability; c. legal and safety issues of particular relevance to local 4WD tours.</p>
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APEC SS 4.03.06.05 / APEC SS 2.06.03.05

CARRY OUT VEHICLE MAINTENANCE AND MINOR REPAIRS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Diagnose faults and undertake minor repairs for the safe operation of vehicles</p> <p>1) Faults in the vehicle electrical system are identified, diagnosed and repaired following manufacturer specifications and company procedures. 2) Faults in the fuel system are identified, diagnosed and repaired following manufacturer specifications and company procedures.</p> <p>Element 2 – Maintain the vehicle systems</p> <p>1) Fluid levels are checked and adjusted following manufacturer specifications and company procedures. 2) Air levels are checked and adjusted following manufacturer specifications and company procedures.</p> <p>Element 3 – Carry out minor repairs to vehicles</p> <p>1) Vehicle components are removed, repaired or replaced and refitted to the vehicle using the correct tools and following manufacturer specifications and company procedures. 2) Tires are repaired or replaced on vehicle following manufacturer specifications and company procedures. 3) The need for more complex maintenance procedures is identified and the problem correctly referred following manufacturer specifications and company procedures.</p> <p>Element 4 – Complete documentation</p> <p>1) Records and routine maintenance and repairs are promptly made and kept in accordance with enterprise procedures.</p>	<p>UNIT VARIABLES</p> <p>Types of vehicles include all transport vehicles.</p> <p>Types of minor repairs include replacement of headlights, door mirrors, coolant hose, fan belt, fuse, rear tail-light lens, tires, and repair of tire puncture.</p> <p>Types of service include replacement of oils and replacement of air in tires.</p> <p>Supervision may be limited or minimum supervision.</p> <p>ASSESSMENT GUIDE</p> <p>Evidence should include demonstrated capacity and underpinning knowledge in: a. OHS requirements; b. inspection procedures; c. service procedures; d. operation of electrical system; e. operation of fuel system; f. basic fault finding procedures; g. reporting and documenting; h. ability to use and maintain required materials, tools, and parts; i. recognition and diagnosis of faults and vehicle irregularities; j. ability to work under minimum supervision; k. ability to minimize waste.</p>

APEC SS 4.03.07.05

SET UP AND OPERATE A CAMP SITE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Select a camp site</p> <p>1) The site is accessed according to tour itinerary, relevant permits, agreement of land owners and other legal requirements. 2) Where no designated area exists, the site is selected to ensure comfort, safety and minimal environmental impact. 3) Hazards are identified and risks are eliminated or minimized.</p> <p>Element 2 – Set up a camp site</p> <p>1) Campsite facilities are set up in the most appropriate position to ensure comfort, safety and minimal environmental impacts. 2) Shelter is arranged appropriately for the prevailing weather and conditions. 3) Where appropriate, water sources are identified and accessed. 4) Where appropriate, a campfire is safely constructed in a safe location and in an environmentally sensitive manner.</p> <p>Element 3 – Operate a camp site</p> <p>1) Camping equipment is correctly operated according to manufacturer instructions and safety guidelines. 2) Environmentally-friendly rubbish and human waste disposal procedures are established, agreed with the group and monitored at all times. 3) Acceptable campsite behavior is discussed and agreed with the groups. 4) Where appropriate, a camp fire is safely operated within land management guidelines.</p> <p>Element 4 – Break camp</p> <p>1) Equipment is safely dismantled, packed and stored. 2) Rubbish is taken from the site where disposal facilities are not available. 3) Where appropriate the camp fire is</p>	<p>UNIT VARIABLES</p> <p>Campsites may be permanent or temporary.</p> <p>Campsite facilities may include: tents, wash areas, dining areas, cooking areas, latrines, fire sites, pathways, recreation areas, etc.</p> <p>Camping equipment may include: tents, sleeping equipment, cooking equipment, lights, recreation equipment etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. ability to select, set up and safely operate a campsite including the operation of a typical range of camping equipment; b. knowledge of environmental, safety and legal issues related to temporary camp sites.</p> <p>2) Underpinning knowledge and skills required include: a. Health and safety issues in relation to camping; b. commonly used camping equipment and its operations; c. features of a desirable camp site; d. environmental impacts on camp sites; e. permit requirements as appropriate; f.</p>

safely extinguished. 4) The site is checked to ensure all equipment and belongings have been removed. 5) The camp site is left in original or improved condition.	issues related to use of open fires in camp sites.
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APEC SS 4.03.08.05

PROVIDE A CAMPSIDE CATERING

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Plan campsite menus</p> <p>1) Menus are planned to take account of the following factors: budget, duration of trip, size of group, climate, special dietary requirements, available cooking facilities and equipment, availability of supplies, and environmental issues. 2) Type of food is selected from the full range of options available. 3) Menus are nutritionally balanced.</p> <p>Element 2 – Store and maintain camp site food and beverages</p> <p>1) Appropriate storage equipment is selected and correctly used. 2) Food and beverages are safely and hygienically stored according to requirements. 3) Quality of food and beverages are monitored throughout the trip and adjustments to storage made accordingly.</p> <p>Element 3 – Prepare and serve meals</p> <p>1) Food preparation equipment is prepared for use and checked for cleanliness. 2) Water is treated where appropriate to ensure suitability for human consumption. 3) Food preparation techniques are correctly and safely applied including: washing & peeling, cutting, slicing and dicing. 4) A range of cooking methods are correctly applied to prepare meals, including: barbecuing, roasting, frying, grilling, boiling, etc. 5) Meals are prepared at the appropriate times within accepted timeframes. 6) Food is hygienically served to customers according to individual preferences.</p> <p>Element 4 – Clear and clean catering equipment</p> <p>1) Utensils and equipment are cleared and cleaned in a safe, hygienic and environmentally sound manner. 2) Remaining food stuffs are safely and hygienically disposed of or stored.</p>	<p>UNIT VARIABLES</p> <p>FB may include: fresh, frozen, dehydrated, canned, convenience, long life, etc. Storage may involve refrigeration, ice boxes, dry goods storage containers etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. ability to safely and hygienically prepared food in a c campsite environment using a range of common practical preparation and cooking techniques; b. knowledge of general nutritional principles and the range of food options available for campsite catering. 2) Underpinning knowledge and skills required include: a. general principles of nutrition in relation to providing a balanced diet for customers); b. general food preparation and cooking techniques commonly used in a campsite environment; c. common campsite catering equipment; d. hygiene issues of specific relevance to campsite catering.</p>

APEC SS 4.03.09.05

OPERATE TOURS IN REMOTE AREAS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Use expert local knowledge / survival techniques</p> <p>1) Expert local knowledge / survival techniques are employed in remote areas when required in relation to: water, food, shelter, map reading / navigation, signaling for help / rescue, etc. 2) Where appropriate expert local knowledge is shared with customers and used to enhance the overall tour experience.</p> <p>Element 2 – Operate remote area communication equipment</p> <p>1) Communications equipment is correctly operated at the appropriate times and according to enterprise procedures / safety requirements. 2) Messages are relayed and received using established communication protocols and the phonetic alphabet.</p> <p>Element 3 – Handle first aid situations in a remote area.</p> <p>1) First Aid equipment and supplies are selected / accessed prior to tour departure according to the needs of specific tour. 2) Emergency situations are promptly recognized. 3) Situations are assessed and a decision promptly made regarding action required, depending upon: a. seriousness of the patients condition and need for specialist assistance; b. proximity to resource of assistance; c. need for evacuation. 4) An action plan is communicated effectively to appropriate colleagues / customers and implemented without delay. 5) Where appropriate treatments are applied according to enterprise policy on provision of first aid and recognized first aid procedures. 6) Incident reports are made / documented according to enterprise procedures and insurance requirements.</p>	<p>UNIT VARIABLES</p> <p>Tours may include: walking tours, adventure tours, 4WD tours, fishing tours, and any other outdoor activities. Emergency situations in a remote area that may occur over and above general First Aid situations may include: heat exhaustion and heat stroke, hypothermia, dangerous bites or stings, etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. ability to apply expert local knowledge / survival techniques in a remote area; b. ability to use remote area communications equipment; c. ability to effectively assess and respond to a range of possible emergency situations; d. ability to integrate general problem solving skills with technical skills required for operation of tours in a remote area; e knowledge of equipment and supplies needed for remote area touring. 2) Underpinning knowledge and skills required include: a. expert knowledge of the region and survival techniques; b. remote area first aid kits and techniques; c. remote area communication methods and equipment; d. problem solving in specific relation to operation of tours in remote areas; e. completion of an accredited first aid course is a pre-requisite.</p>

APEC SKILL STANDARD UNITS 2005

CHAPTER 4.04 - MICE (09 Units)
(See also Chapter 1.05 Community & Environment and Chapter 3.08 – Mice / Hotels)

SUMMARY OF UNITS

Unit code	Unit Name	Elmts	Total PC
4.04.01.05	Plan, develop and evaluate interpretive activities (idem 1.05.xx.05)	3	3+10+3 = 16
4.04.02.05	Develop interpretive content for ecotourism activities (idem 1.05.xx.05)	3	2+5+6 = 13
4.04.03.05	Present interpretive activities (idem 4.05.xx.05)	5	6+10+2+6+5 = 29
4.04.04.05	Plan and develop culturally appropriate tourism operations* (idem 1.05.xx.05)	3	7+10+3 = 20
4.04.05.05	Plan, develop and coordinate an appropriate cultural tourism activity	3	5+9+2 = 16
4.04.06.05	Research and share general information on local ethnic cultures* (idem 1.05.xx.05)	2	6+5 = 11
4.04.07.05	Interpret aspects of local ethnic cultures* (idem 4.05.09.05)	2	2+8 = 10
4.04.08.05	Plan and implement minimal impact operations* (idem 1.05.xx.05)	3	3+3+3 = 9
4.04.09.05	Organize functions (idem 3.08.xx.05)	4	4+4+9+3 = 20
	Total 09 units	28	144

APEC SKILL STANDARD UNITS CHAPTER 4.04 - DETAILED DESCRIPTION OF UNITS

APEC SS 4.04.01.05 / APEC SS 1.05.xx.05 / APEC SS 4.07.xx.05)

PLAN, DEVELOP AND EVALUATE INTERPRETIVE ACTIVITIES

NOTE ON INTERPRETIVE PRINCIPLES FROM TILDEN (see units 4.04. 1 – 4):

1) Interpretation that does not somehow relate to what is being displayed or described to something within the personality or experience of the visitor will be sterile. 2) Information as such, is not interpretation. Interpretation is revelation based upon information. But they are entirely different things. However, all interpretation includes information. 3) The chief aim of interpretation is not instruction but provocation. 4) Interpretation should aim to present a whole rather than a part and must address itself to the whole person rather than any phase. 5) Interpretation addressed to children should not a dilution of the presentation to adults, but should follow a fundamentally different approach.

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Establish need for activity 1) Need for activity is identified based on customer requests, customer feedback, product development initiatives and wider community needs. 2) Educational, interpretive and commercial objectives of the activity are established. 3) When required, approval for the activity is obtained from the appropriate source.</p> <p>Element 2 – Develop activity 1) Possible themes and messages for the activity are identified and developed. 2) A range of potential information and resources for the activity are identified and accessed in a manner which is culturally and environmentally appropriate. 3) Risk audit is undertaken and incorporated into activity development. 4) Breadth and depth of message and supporting information selected is appropriate to the customer. 5) Resources to support the activity are developed within designated timelines. 6) Activity is developed within budget. 7) Activity is developed to meet objectives. 8) Activity is developed according to principles of interpretation. 9) Colleagues are consulted and kept informed during the development of the activity. 10) Activity is promoted in conjunction with relevant colleagues and according to organization market objectives.</p> <p>Element 3 – Evaluate activity 1) Formal and informal feedback is obtained from customers and colleagues. 2) Activity is modified according to feedback received. 3) On going review mechanisms are established and implemented to ensure continuous improvement of activity according to its objectives.</p>	<p>UNIT VARIABLES Activities may include: guided walks, guided site activities, touring activities etc. One or more activities may be combined as appropriate. Interpretive activities relate to: wildlife, domestic / Farm animals, birds, history or heritage, culture, art, natural environment for land and water, built environment etc. Resources may include: natural resources, PA system, AV equipment, Overhead/transparencies, video & video monitor, slide projector & slides, handouts, costumes, props, actors/performers, guest speakers, special interest organizations, etc. Specialists may include: subject matter experts, culture advisor, technical expert, creative designer, actors/performers, marketers, environmental educators, interpretation consultants, government officials.</p> <p>ASSESSMENT GUIDE 1) Look for: a. ability to explain subject knowledge; b. ability to apply knowledge to the development of tourism related interpretive activities; c. ability to apply the total development and evaluation process to an interpretive activity. 2) Underpinning knowledge and skills required include: a. customer service skills; b. technical /equipment procedures; c. project planning; d. write and source information, presentation skills; e. activity design; f. knowledge of subject matter being presented.</p>

APEC SS 4.04.02.05 / APEC SS 1.05.xx.05 / APEC SS 4.05.xx.05

DEVELOP INTERPRETIVE CONTENT FOR ECOTOURISM ACTIVITIES*

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Research specialist information on ecology 1) Research techniques are used to access current, accurate and relevant information on specialist ecological topics. 2) Subjects of potential customer interest are made the focus of research identities.</p> <p>Element 2 – Prepare interpretive content for tourism opportunities 1) Educational and interpretive themes and messages are identified from research and incorporated into ecotourism activities. 2) Activities are developed to include focus on the relationship between key themes and other parts of the eco-system. 3) Content is prepared according to the principles of interpretation. 4) Activities incorporate biological knowledge and ecological principles. 5) Themes and activities are generated in accordance with ecotourism codes of practice.</p>	<p>UNIT VARIABLES Interpretation should draw out the links between the different components of the ecosystem: national geology and physical geography, national history and human geography, fauna and flora, preservation and conservation issues, fire and water ecology, impact of human history on environment.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in</p>

<p>NOTE: Interpretation principles from Tilden: 1) Interpretation does not somehow relate what is being displayed or described to something within the personality or experience of the visitor will be sterile. 2) Information is not interpretation. Interpretation is revelation based upon information, but they are entirely different things. However, interpretation includes information. 3) Interpretation is an art which combines many arts, whether the materials are presented are scientific, historical or architectural. 4) The main aim of interpretation is not instruction but provocation. 5) Interpretation should aim to present a whole rather than a part, and must address itself to the whole person rather than any phase. 6) Interpretation addressed to children should not be a dilution of the presentation to adults, but should follow a fundamentally different approach.</p>	<p>research skills, in-depth knowledge of specialist topics, ecotourism codes of practice, interpretation principles (see NOTE on right column), knowledge of environmental best practice and principles, knowledge of global and national environment issues. 2) Look for in-depth knowledge of subject area. 3) Look for ability to research and apply specialist information on activity.</p>
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APEC SS 4.04.03.05 / APEC SS 4.05.xx.05

PRESENT INTERPRETIVE ACTIVITIES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Make preparations for interpretive activities 1) Time is allocated for activity preparations. 2) Where appropriate preparatory research is undertaken and interpretive schemes are selected and developed. 3) All required resources and support materials are obtained, checked and assembled. 4) Where appropriate location is checked for safety, cleanliness and customer comfort. 5) Operational details and timings are confirmed with appropriate colleagues. 6) Customers are welcome to the activity in a friendly manner and opportunities are taken to interact with customers prior to commencement of the activity</p> <p>Element 2 – Present interpretive activities to customers 1) Customers are welcome and provided with information to prepare them for the activity. 2) Materials presented are accurate, current, relevant and in a logical manner. 3) Interpretive and presentation techniques are used to enhance the understanding and quality of the experience for the customer including as appropriate: a. interpretive themes; b. humor; c. body language; d. role playing; e. voice techniques; f. story telling; g. games and activities; h. sensory awareness exercises; i. use of visual aids and props. 4) Interpretation combines learning and entertainment. 5) Audience participation and interaction is encouraged within safety guidelines. 6) Customer questions are correctly answered in a polite, friendly and welcoming manner. 7) Where the requested information falls outside the individual area of knowledge, the answer is found from another source or the customer is referred to other source of information. 8) Presentation of the activity takes account of environmental, cultural and social sensitivities. 9) Educational messages are included in the presentation. 10) Interpretive style is adapted to meet the needs of different customer groups.</p> <p>Element 3 – Liaise with team members 1) Communication with colleagues is maintained on operational and technical aspects to ensure smooth running of the activity as appropriate to the location and circumstances. 2) Assistance is requested and offered to colleagues as appropriate.</p> <p>Element 4 – Deal with unexpected events 1) When unexpected events occur, contingency plans are implemented without delay. 2) The situation is quickly assessed and appropriate action is promptly taken. 3) Presentation format, order or structure is amended to minimize impact on customer enjoyment. 4) Unexpected events are used constructively and creatively to enhance experience. 5) Where safety of customers or colleagues may be threatened, organization procedures are strictly followed. 6) Sources of assistance are promptly identified and accessed.</p> <p>Element 5 – Complete the activities 1) The activity is brought to a close in a manner which takes account of the need to leave customers with positive impressions and feelings. 2) Colleagues are informed of completion of activity as required. 3) Resources are made ready for the next customer group or stored as appropriate. 4) Any defects in equipment and resources are recorded and/or reported according to organization procedures. 5) Activity location and / or resources are prepared for the next customer group or closed down according to organization procedures.</p>	<p>UNIT VARIABLES Activities may include: guided walks, guided site activities, touring activities etc. One or more activities may be combined as appropriate. Interpretive activities relate to: wildlife, domestic / . Farm animals, birds, history or heritage, culture, art, natural environment for land and water, built environment etc. Resources may include: natural resources, PA system, AV equipment, Overhead/transparencies, video & video monitor, slide projector & slides, handouts, costumes, props, actors/performers, guest speakers, special interest organizations, etc. Operational details may include timing of activities, final numbers involved, additional information on customers, last minute changes, and special requirements. Unexpected events may include: systems failure, technical/equipment failure, injury or accident, adverse weather conditions, inappropriate customer behavior, unpredictable animal behavior, cultural considerations, sudden closures, change of access, reassessment of customers physical abilities, etc.</p> <p>ASSESSMENT GUIDE 1) Look for: a. ability to prepare and conduct a complete interpretive activity as appropriate to the industry; b. ability to integrate interpretation principles into the activity; c. ability to use interpretive and presentation techniques. 2) Underpinning knowledge and skills required include: communication skills, customer service skills, safety procedures, emergency procedures, technical equipment procedures, presentation techniques, creative communication techniques (story telling, role playing, games & activities, sensory awareness exercises, illustrated talks), and knowledge of subject matter to be presented.</p>

PLAN AND DEVELOP CULTURALLY APPROPRIATE TOURISM OPERATION*

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Plan for culturally appropriate operations 1) Cultural issues are identified at the commencement of the planning process. 2) Individuals and communities are consulted in relation to cultural issues which may affect the operation. 3) Where appropriate, economic and social impacts are considered in the planning process. 4) Strategies to balance economic viability and cultural appropriateness are developed as part of the planning process. 5) Economic returns to local communities are considered. 6) Ways of managing and minimizing negative impacts and maximizing positive impacts are investigated and developed as part of the planning process. 7) Product development decisions take account of all information made available by the planning process including the need for culturally appropriate operations.</p> <p>Element 2 – Develop & implement culturally appropriate operations 1) Codes of practice and procedures which show respect for cultural values are developed for customers and colleagues. 2) Operations are conducted in accordance with codes of practice. 3) Operational participation of individuals from the appropriate cultures is encouraged. 4) All activities are culturally appropriate. 5) Information shared with customers is culturally appropriate, accurate and avoids cultural stereotyping. 6) Copyright & intellectual property issues are considered. 7) Colleagues are educated about other cultures and societies. 8) Culturally appropriate behaviors are encouraged through training and education. 9) The need for culturally appropriate behavior is promoted throughout the organization and with customers. 10) Where appropriate, promotional and other materials are used to inform colleagues and customers about cultural issues.</p> <p>Element 3 – Monitor operations 1) The SOP is regularly monitored to ensure culturally appropriate practices are maintained. 2) Regular consultation is conducted with individuals and local communities as appropriate. 3) Issues are dealt with promptly and changes are considered to continually improve organization practices.</p>	<p>UNIT VARIABLES Cultural issues may include: appropriate activities, use of cultural information, access restrictions, use of appropriate staff, traditional / contemporary values and customs, cultural differences in styles of negotiation and communications. Impacts on communities may include: 1) Positive: economic benefits to local community, improved local facilities, employment opportunities, cultural benefits, visitor education, greater understanding between host and visitor cultures. 2) Negative: trivialization of culture, effect on social structures and behavior.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and skills in cultural/social impacts of activities, Copyright & intellectual property issues, cross cultural awareness and knowledge of specific culture in question, relevant government regulations, organizing and planning. 2) Ability to integrate culturally appropriate practices into overall product development process. 3) Training or assessment process should involved persons from the relevant cultures.</p>

APEC SS 4.04.05.05

PLAN, DEVELOP AND COORDINATE AN APPROPRIATE CULTURAL TOURISM ACTIVITY

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Plan for an appropriate cultural activity 1) Overall context of the proposed activity is defined. 2) Appropriate cultural options are identified at the commencement of the planning process. 3) Customers are consulted in relation to the relevant cultural issues to be considered. 4) Final decisions regarding activities take account of all the information made available during the planning process: the audience, time of the activity, location of the activity, budget and special requests from the customer. 5) Where necessary the contents of the proposed activity are assessed in terms of the organization's ability to meet the customer's needs: network of contacts, other current projects, lead in time for the activity; and proposed size of the activity.</p> <p>Element 2 – Develop appropriate cultural activity 1) Dates and times are selected according to the customers needs. 2) A format is discussed taking into account: budget, venue and staging constraints. 3) Respect for appropriate cultural values is evident in the planning process. 4) Communications and negotiations with the customer regarding the format and content of the activity are conducted in a culturally appropriate manner. 5) Suitable performers are contacted and agreements to perform set in place. 6) Final arrangements regarding the activity suitably reflect the customer's needs and expectations. 7) Regular consultation with the customer and performers prior to the event. 8) Proposed details regarding the activity are presented to the appropriate people within the given timeframes. 9) Contingency plans are drawn up in case of no-shows and technical difficulties.</p> <p>Element 3 – Coordinate the activity 1) Activities are closely monitored to ensure that the program: runs smoothly, stays on time, and meet customer expectations. 2) Arrangements are in place to ensure minimum disruption to the on-going event at the conclusion of the activity.</p>	<p>UNIT VARIABLES Appropriate cultural activities may include: music, dance, FB, traditional values & customs, sports, arts, religion, storytelling, styles and behavior, etc. Special equipment may include: props, musical instruments, flower arrangements, traditional gong, etc.</p> <p>ASSESSMENT GUIDE 1) Looks for: a. ability to organize, coordinate and integrate an appropriate cultural activity into an event program; b. knowledge of the types of cultural activities suitable for such an event; c. communication and cultural awareness skills; d. ability to finalize contract details. 2) Underpinning knowledge and skills required include: a. organizing, planning and coordinating a range of activities and individuals; b. knowledge of scope and content of a range of appropriate cultural activities; c. network of potential performers and how to access or contact them; d. cross cultural awareness and a general understanding and appreciation of the ethnic and cultural of the subject nation/population; e. knowledge of contracts.</p>

APEC SS 4.04.06.05 / APEC SS 1.05.xx.05

RESEARCH AND SHARE GENERAL INFORMATION ON LOCAL ETHNIC CULTURES*

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Research and collect general information ethnic societies</p> <p>1) Sources of information about ethnic societies are correctly identified. 2) Where appropriate, written sources of information are accurately interpreted and the required information is extracted and confirmed with local communities prior to use. 3) Other information sources are accessed in a culturally appropriate way. 4) Appropriate community members are contacted and guidance is sought on how information should be used in industry context. 5) When seeking information, behavior shows respect for local culture & customs and correct protocol is followed. 6) Knowledge gained is shared with work colleagues to increase cultural awareness and understanding in the organization.</p> <p>Element 2 – Share information with customers</p> <p>1) All information shared with customers is accurate. 2) Information includes reference to the diversity of societies. 3) Information is shared in a manner which shows respect for local community values and customs. 4) Information is shared in a manner which enhances customer understanding of societies. 5) Customer questions are answered in a polite and friendly manner and in accordance with community wishes about what information can be shared with customers.</p>	<p>UNIT VARIABLES</p> <p>Research may include: talking & listening to specific ethnic people, organizing information from personal memory and experiences, watching audio media, listening to radio, reading books & media publications, internet browsing, museum research & visits, cultural seminars/event/meeting.</p> <p>Information may cover: historical information on ethnic cultures, traditional life and culture, contemporary indigenous life and culture, art & music, dances, special food / herbs / medicine, tools & implements, land ownership, cultural & religious sites, etc.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and skills in: methods of researching and recording information available on ethnic societies, protocols for sharing information about ethnic cultures, copyright issues, communication skills, including cross cultural skills and awareness of communication from an ethnic perspective. 2) Ability to research & share information in a culturally appropriate way. 3) Look for ability of general information on local ethnic cultures in the region.</p> <p>Assessment process should involve appropriate people accepted by the local communities.</p>

APEC SS 4.04.07.05 / APEC SS 1.05.xx.05

INTERPRET ASPECTS OF LOCAL ETHNIC CULTURES*

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Consult with the local community</p> <p>1) Appropriate community members are consulted about cultural activities including: a. information which can be shared; b. who can give information to whom; c. who can receive the information; d. what activities are appropriate; e. who should be involved. 2) Tourism activities are planned and conducted in accordance with the needs and wishes of the local communities.</p> <p>Element 2 – Interpret aspects of local ethnic cultures for customers</p> <p>1) Cultural aspects are interpreted for customers to the level of depth which is appropriate for the guide and the practical customer. 2) Cultural interpretation takes account of any copyright and intellectual property requirements. 3) Customers are briefed on culturally appropriate behavior. 4) Customers are made aware of copyright and intellectual property issues which may affect their own future behavior. 5) Individual guide behavior during activities shows respect for local ethnic culture and value. 6) Where appropriate, traditionally and contemporary practices are shown to customers in a manner which enhances their understanding of such culture. 7) Where appropriate, local language is used correctly and shared with customers. 8) Where appropriate, customers are invited to actively participate and share in the cultural experience.</p>	<p>UNIT VARIABLES</p> <p>Ethnic cultures may include: art, dance, music, folklore, story telling, tools & implements, local foods & herbs, medicine.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in in-depth knowledge and understanding of local ethnic culture, protocols for sharing information about local ethnic cultures, copyright & intellectual property issues, communications skills on ethnic cultures. 2) Look for ability to provide cultural interpretation for customers in a culturally appropriate and respectful manner. 3) Assessment process must be conducted by person approved by elders of the ethnic community. 4) Assessment process should take account of the fact that knowledge and skills in this unit may be gained through general life experience.</p>

APEC SS 4.04.08.05 / APEC SS 1.05.xx.05

PLAN AND IMPLEMENT MINIMAL IMPACT OPERATIONS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Plan environmentally responsible activities</p> <p>1) Experiences and activities are developed according to ecological codes of practice, including: a. combination of education and interpretation on the natural environment;</p>	<p>UNIT VARIABLES</p> <p>Minimal impact techniques and procedures may include: education on appropriate behavioral patterns, site hardening, technological solutions, education, restricting or limiting access, staged authenticity.</p> <p>Environmental impact may include: 1) Positive: Opportunities for conservation /</p>

<p>b. environmental sustainability; c. return to the local environment and community; d. cultural sensitivity; e. meeting of realistic client expectation. 2) Operation and procedures are developed to limit potential negative impacts and maximize positive impacts on the natural environment. 3) Operation and procedures are developed to limit potential negative impacts and maximize positive impacts on the local community.</p> <p>Element 2 – Conduct activities with minimal impact</p> <p>1) Minimal impact procedures are selected and used as appropriate to the area including: waste disposal, use of tracks, energy used, noise, souvenirs given, setting of camps, interactions with wild life, group size, activity specific guidelines, local customs and courtesies. 2) Customers are advised about acceptable behaviors in: environments & communities. 3) Individual behavior provides a role model for customers and colleagues in relation to minimal impact.</p> <p>Element 3 – Monitor impact and changes</p> <p>1) Changes in the environment are accurately monitored and recorded. 2) Where appropriate environmental information is collected on behalf of environmental/social agencies and authorities. 3) Appropriate authorities are advised on environmental social change.</p>	<p>protection / rejuvenation, education of visitors & locals, improvement of sites already impacted. 2) Negative: disturbance of flora & fauna, physical damage, introduction of feral & exotic species, water / noise / air pollution, waste / energy / consumable demands and issues, visual impacts.</p> <p>Social impact may include: 1) Positive: economic benefits to local community, improved local facilities & amenities, employment, diversify the economy, visitor education on how the local community lives and works. 2) Negative: trivialization of culture, effect on social cultures, disruption to lifestyle, competition on use of infra structure, disturbance to indigenous people.</p> <p>Methods of information collection may include: logbooks, sighting forms, basic measurements on temperature / weather condition / estimations of % cover / water, photography.</p> <p>Changes in the natural environment may include: breeding events, erosion, species sighting, changes to flora & fauna.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and skills in: basic general knowledge of global environment issues, local environmental and cultural issues, basic general knowledge of environmental ethics, relevant government and local regulations & by-laws, minimal impact techniques, environmental information collection techniques, ecological codes of practice, an understanding of the biophysical and social cultural elements in an environment. 2) Knowledge of environmental and socio cultural impacts and issues associated with organization activities. 3) Ability to apply knowledge to the planning and operation of organization activities.</p>
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APEC SS 4.04.09.05 / APEC SS 3.08.xx.05

ORGANIZE FUNCTIONS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Coordinate function bookings</p> <p>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</p> <p>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</p> <p>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</p> <p>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</p> <p>Functions may include: breakfasts, lunches, dinners, seminars or conferences, cocktail parties, weddings, product launches, promotions etc.</p> <p>ASSESSMENT GUIDE</p> <p>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.</p> <p>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>

EMPOWER Associates for APEC TWG, 2005

APEC SKILL STANDARD UNITS 2005

CHAPTER 4.05 - TOUR GUIDING (11 Units)

SUMMARY OF UNITS

Unit code	Unit Name	Elmts	Total PC
4.05.01.05	Provide Guide services	3	4+3+2 = 9
4.05.02.05	Provide arrival and departure assistance (idem 3.08.xx.05)	4	8+2+3+8 = 21
4.05.03.05	Develop and maintain general knowledge as guides	2	5 + 2 = 7
4.05.04.05	Coordinate and operate a tour	7	3+1+6+8+1+5+3 = 27
4.05.05.05	Lead tour groups	3	8+2+4 = 14
4.05.06.05	Prepare and present tour commentaries	3	4+7+4 = 15
4.05.07.05	Manage extended tours	4	6+8+5+7 = 26
4.05.08.05	Present interpretive activities (idem 4.04.xx.05)	2	6+8 = 14
4.05.09.05	Develop interpretive contents for ecotourism activities (idem 1.05.xx.05 / 4.04.xx.05)	3	2+5+6 = 13
4.05.10.05	Research and share general information on local ethnic cultures (idem 1.05.xx.05 / 4.04.xx.05)	2	6+5 = 11
4.05.11.05	Interpret aspects of local ethnic cultures (idem 1.05.xx.05 / 4.04.xx.05)	2	2+8 = 10
	Total 11 units	35	167

APEC SKILL STANDARD UNITS CHAPTER 4.05 - DETAILED DESCRIPTION OF UNITS

**APEC SS 4.05.01.05
PROVIDE GUIDE SERVICES**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Work as a guide 1) Day to day work activities take account of the roles of different types of guides and their relationships with different industry sectors. 2) Information sources and contacts within the sector are identified and accessed when required. 3) Industry knowledge is used to enhance the quality of guiding services provided. 4) Industry and guide networks are used as required.</p> <p>Element 2 – Guide tours according to legal, ethical and safety requirements 1) Day to day guiding activities is conducted according to the legal requirements governing the industry. 2) Tours are guided according to the national/local tour guide code of ethics and the specific ethical considerations for particular tours. 3) Tours are guided according to safety requirements and in a manner which minimizes risk to customers and colleagues.</p> <p>Element 3 – Develop guiding skills and knowledge 1) A range of opportunities is used to update the knowledge and skills required by guides. 3) Sources of assistance and support for guides are identified and accessed when required.</p>	<p>UNIT VARIABLES General and specific ethical considerations may include: a. truth and honesty regarding all information given to customers; b. provision of services as promoted; c. ethical dealings with local communities; d. relationship with industry colleagues, customers and suppliers; e. cultural considerations; e. environmental considerations and sustainable practice.</p> <p>Opportunities to update knowledge and skills may include: industry seminars, training course, familiarization tours, joining guide association, formal and informal research and internet research.</p> <p>ASSESSMENT GUIDE 1) Look for broad knowledge of guiding plus a more detailed knowledge of the issues which relate to the specific guiding context. 2) Underpinning knowledge and skills required include: a. general knowledge of the tourism industry and the tour operations / wholesaling sector; b. roles and responsibilities of different types of guides; c. legal and liability issues affecting guiding operations, including: licensing, public liability, environmental regulations, safety issues affecting guiding operations.</p>

**APEC SS 4.05.02.05 / APEC SS 3.03.xx.05
PROVIDE ARRIVAL AND DEPARTURE ASSISTANCE**

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>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.</p> <p>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.</p> <p>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.</p> <p>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</p>	<p>UNIT VARIABLES Transport terminals may include: airports, bus & coach terminals, train stations, sea ports, etc. Accommodation may include: hotels, guest houses, resorts, home-stays, camping grounds, lodgings, private residence etc.</p> <p>ASSESSMENT GUIDE 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. 2) Evidence should also include: a. ability to follow correct procedures for the complete conduct of arrival and departure transfers; b. effective communication of</p>

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.	information; c. familiarity with a range of transport terminal / facilities and accommodation venues as appropriate.
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APEC SS 4.05.03.05

DEVELOP AND MAINTAIN GENERAL KNOWLEDGE AS GUIDES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Research information</p> <p>1) Information sources frequently used by guides are accurately identified and accessed. 2) The credibility and reliability of information sources is evaluated. 3) Information is obtained in a culturally and environmentally appropriate way. 4) Information is assessed and selected according to the needs of existing and potential customers. 5) Where appropriate personal preference materials are created and updated in a filing system which allows quick and efficient access.</p> <p>Element 2 – Develop and maintain general knowledge</p> <p>1) Informal and formal research is used to update general knowledge of: a. economic, social, political and demographical development of the country; b. the local region; c. current events of interest to visitors; d. local facilities; other information necessary for visitors. 2) New knowledge is incorporated into guiding activities in a culturally appropriate way.</p>	<p>UNIT VARIABLES</p> <p>Informal and formal research may include: a. talking and listening to local experts; b. talking and listening to local ‘chiefs’; c. personal on site observation; d. organizing information from own memory and experiences; e. watching TV, video, films, DVD/VCD; f. listening to radio; g. reading newspaper, books, other references; h. internet browsing; i. industry/professional association membership; j. attending events, etc.</p> <p>Knowledge of information may include: general information of the country such as climate, geography, fauna and flora, history, cultural and popular elements, demography, government and politics, economic and social issues, education, foods, lifestyle, shopping, traditions, industry, customs, practical and operational information about the tour, features of particular tours, locations of facilities (such as banks, toilets, restaurants, emergency units, religion services), optional activities, social and cultural considerations etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. general knowledge of the country and the region in question; b. ability to source and update information on a range of topics as appropriate. 2) Underpinning knowledge and skills required include: a. research skills; b. general knowledge of the country and the region.</p>

APEC SS 4.05.04.05

COORDINATE AND OPERATE A TOUR

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Plan tour operation</p> <p>1) Operation of the tour is planned according to briefing or documentation from the tour operator. 2) Planning takes account of the following areas: types of customers, customer special needs, size of tour group, length of tour, specific itinerary requirements, special requests, style of commentaries required, location of tour, climate, equipment and resources required, environmental and cultural considerations, language considerations, etc. 2) Tasks are prioritized and carried out.</p> <p>Element 2 – Brief customers</p> <p>1) Customers are welcome to the tour and briefed on the practical tour issues including: itinerary including route, schedule, and highlights; health and safety procedures; local regulations; specific site procedures; procedures at tour stops; any group rules and regulations; cultural considerations; environmental considerations; special customs or codes of behavior; and optional tours.</p> <p>Element 3 – Liaise with industry colleagues</p> <p>1) Smooth running of the tour is achieved through liaison with the following as appropriate: host communities; coach drivers; tour managers; local guides; airlines; tour operators; product suppliers (such as hotels, restaurants, attractions, retail shops etc); tour company office. 2) Requests from industry colleagues are acted upon promptly and willingly wherever possible. 3) Assistance when required is requested politely. 4) Agreements are made about individual and joint responsibilities during the tour. 5) Forward confirmations and bookings with suppliers are made in an accurate and timely manner. 6) Documentation from other organizations is correctly interpreted and applied.</p> <p>Element 4 – Manage itinerary</p> <p>1) The tour is conducted according to schedule and includes all features as set down from the itinerary. 2)</p>	<p>UNIT VARIABLES</p> <p>Types of tours may be: half or full day tours, extended tours, city or rural tours, cultural, eco-tours, adventure tours, special interest tours, pilgrimage tours, health tours, educational tours, etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. ability to plan and operate a tour which comprises multiple products and services; b. knowledge of the range of potential on tour situations and problems that may arise; c. ability to</p>

APEC TOURISM WORKING GROUP

APEC TWG 01/2008A - The Training on APEC Skill Standard Concept & System

EMPOWER Associates, December 2008

<p>Customers are advised courteously and sensitively about unavoidable changes to itinerary. 3) Where necessary, the itinerary is promptly re-planned with minimum disruption to customers and to meet customer needs. 4) The itinerary is re-planned to ensure all purchased inclusions or their equivalents are delivered. 5) Industry colleagues and suppliers affected by the changes are advised according to company procedures. 6) When itinerary delays occur, contact is maintained with those fixing the problem, and negotiation techniques are used to minimize time delay and negative impact on customers. 7) Customers are kept accurately informed of reasons for delays and the actions being taken to manage the delay. 8) Product suppliers affected by the delays are promptly informed.</p> <p>Element 5 – Provide general information and assistance</p> <p>1) Information and assistance are provided to customers to enhance enjoyment of the tour including: local events and activities; options for free time activities; general directions; local facilities and directives in case of emergency.</p> <p>Element 6 – Deal with unexpected event</p> <p>1) When unexpected events occur, contingency plans are implemented without delay. 2) The situation is quickly assessed and appropriate action is promptly taken. 3) In the case of accidents or where safety of customers and colleagues may be threatened, company procedures are strictly followed. 4) Sources of assistance are promptly identified and accessed. 5) The tour is amended to minimize impact on customer enjoyment.</p> <p>Element 7 – Debrief tour</p> <p>1) Accurate and complete tour reports are provided according to company guidelines. 2) Customer comments and feedback are accurately and promptly reported to company. 3) Information and feedback to assist with future tour improvements is provided to the company.</p>	<p>effectively respond to potential future tour opportunities.</p> <p>2) Underpinning knowledge and skills required include: a. general tourism industry knowledge; b. confirmation and booking procedures; c. legal and liability issues affecting guides; d. tour planning and management; e. communicated skills; f. problem solving.</p>
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APEC SS 4.05.05.05

LEAD TOUR GROUPS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Coordinate group movements</p> <p>1) Importance of keeping the tour on schedule is fully conveyed to the group. 2) Schedule is maintained by the entire group wherever possible. 3) Techniques are used promptly to attract group attention when required. 4) Group is fully advised of procedures which assist in causing minimum disruption and disturbance to other tour members, host communities, and the environment. 5. Physical movement of the groups is completed in an orderly manner. 6) Customers are advised of appropriate procedures if they become separated from the group. 7) Group instructions are given in a manner and pace appropriate to the particular group. 8) Customers are encouraged to seek clarification of instructions where necessary.</p> <p>Element 2 – Encourage group morale and goodwill</p> <p>1) Techniques are used to build up group cohesion during the tour. 2) Balance between needs of individuals and the group is taken into consideration.</p> <p>Element 3 – Deal with conflicts and difficulties</p> <p>1) Potential conflict is quickly assessed and appropriate action taken to prevent and/or resolve problem. 2) Appropriate action is taken to deal with difficult tour members. 3) Action is taken in a manner likely to optimize the goodwill and morale of the group. 4) Procedures for controlling drug or alcohol-affected customers are accurately followed according to company guidelines and legal requirements.</p>	<p>UNIT VARIABLES</p> <p>Conflicts and difficulties may include: a. personal conflicts between customers; b. dominant or disruptive customers; c. negative customers; d. sub-group or cliques within the group; e. perception of favoritism by guide; g. dissatisfaction with the tour.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. ability to use techniques to build group cohesion; b. knowledge of the range of people management issues which could arise during group tours; c. ability to use techniques to respond to people management problems and issues.</p> <p>2) Underpinning knowledge and skills required include: a. advance and creative communication skills; b. leadership skills; c. conflict resolution; d. group management and dynamics; language used by the majority of members of the group.</p>

APEC SS 4.05.06.05

PREPARE AND PRESENT TOUR COMMENTARIES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare information for delivery to customers</p> <p>1) Information is selected and prepared to meet the needs of customers according to geographic origin; cultural and historical background; age; educational level; special interests; and requested coverage. 2) Information is selected and organized according to tour route and itinerary. 3) Where commentary is to be presented during an extended tour, themes and information are consistent but not repetitive. Commentary is constructed following established procedures to facilitate ease of delivery and appropriate timing for delivery of information.</p>	<p>UNIT VARIABLES</p> <p>Commentaries may include: General country/local information such as climate, geography, flora and fauna, history, culture, heritage, government and politics, education, food, life style, shopping, local customs, specific tour features and locations, etc. Practical and operational information about the tour</p>

<p>Element 2 – Prepare commentary to customers</p> <p>1) Information is presented is current, accurate and relevant. 2) The depth and breadth of the information presented is appropriate for specific customer needs. 3) Presentation shows appropriate cultural and social sensitivity. 4) Presentation combines entertainment and learning. 5) Language used is appropriate for the customer group. 6) Presentation is used to enhance customer enjoyment including as appropriate: humor, body language, voice techniques, and story telling and anecdotes. 7) Equipment is correctly used during presentation.</p> <p>Element 3 – Interact with customers</p> <p>1) Customer participation is encouraged. 2) Questions and feedback are invited from customers. 3) Questions are answered courteously and correctly and, if required, the whole group is involved by repeating the question and delivery of answer is audible to all. 4) Where the answer to a question is unknown, an offer is made to supply the answer at a future time or the customer is referred to other information sources.</p>	<p>such as: features at particular tour stops, location of public facilities such as banks, toilets, restaurant, mosques/churches, emergency locations, optional activities etc.</p> <p>Equipment may include: micro-phone, audio visual equipment, videos, props, etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. ability to select and prepare commentary information to meet a specific need; b. ability to use appropriate presentation techniques in the delivery of a commentary</p> <p>2) Underpinning knowledge and skills required include presentation skills, and knowledge of subject matter being presented.</p>
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APEC SS 4.05.07.05

MANAGE EXTENDED TOURS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Manage touring arrangements</p> <p>1) The touring program is conducted according to the agreed itinerary. 2) Operational details are re-confirmed progressively throughout the program. 3) Touring arrangements are re-organized and adjusted when required within scope of individual responsibility. 4) Major adjustments are made within budget according to controlling office guidelines. 5) Adjustments to touring arrangements are made in the context of the whole program. 6) On-going contacts is maintained with controlling office and forward suppliers as required.</p> <p>Element 2 – Liaise and negotiate with others</p> <p>1) Operational efficiency and customer service levels are maximized by effective liaison and negotiation with all those who contribute to the operation of the program. 2) Negotiations are conducted in a businesslike and professional manner within the relevant cultural context. 3) Negotiations are conducted in the context of the entire touring program. 4) Negotiations are conducted to take account of the overall relationship between the organization and the other party. 5) Communication / negotiation style is appropriate to the circumstances. 6) Negotiation and communication techniques are used to maximize the chances of an acceptable outcome for all parties. 7) Agreements are noted and confirmed in writing as required. 8) Relevant information is passed to the controlling office.</p> <p>Element 3 – Develop and maintain group rapport</p> <p>1) A team spirit is developed and maintained for the duration of the program. 2) Trust and confidence of the group is gained through the demonstration of professional competence and integrity. 3) Leadership and communication skills are used to foster group cohesion. 4) Customer participation and group interaction is encouraged. 5) Potential conflict within the group is promptly identified and assessed, and action taken to resolve the issue(s).</p> <p>Element 4 – Solve problems which arise on tour</p> <p>1) Problems are promptly identified and considered from an operational and customer service perspective in the context of the entire touring program. 2) Short term action is initiated to resolve the immediate problem where appropriate. 3) Problems are analyzed for any long term commercial impact and potential solutions are assessed and acted upon. 4) A positive image of the organization and its contracted suppliers is presented at all times. 5) Responsibility is taken for resolving the problem within the scope of individual authority. 6) The controlling office is consulted as required. 7) Follow up action is taken to monitor the</p>	<p>UNIT VARIABLES</p> <p>An extended touring program is any tour of more than one day duration.</p> <p>Types of extended tours may include: general sightseeing tours, eco-tours, educational tours, adventure tours, cultural and historical tours, cruise programs, pilgrimage tours.</p> <p>Operational details may include: luggage coordination, documentation preparation, group currency requirements, seat rotation, check in / check out procedures, immigration and customs procedures, local touring liaison, booking confirmations etc.</p> <p>Re-organization and adjustment of touring arrangements may include: development of alternative routes; re-booking of one or multiple services; organization of new documentation; costs re-negotiation; etc.</p> <p>Problems may include: unexpected delays; passenger sickness, injury or death; loss of personal valuables and documents; equipment and transportation breakdown; lost passengers; group conflict or dissatisfaction; service complaints; poor supplier performance; political unrest in area of tour; inclement weather conditions; lack of access to tour areas.</p> <p>Liaison and negotiation may be with: coach drivers, local guides, tour leaders from home country, interpreter guides, traditional owners, airlines, tour operators, hotels, restaurants, attractions, retail locations, government authorities, etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. ability to effectively deal with the range of practical and people related issues which arise during the operation of an extended tour; b. ability to solve problems in a range of different context as appropriate to the individual workplace; c. knowledge of typical range of issues and problems that may arise during extended touring programs.</p> <p>2) Underpinning knowledge and skills required include: a. tourism industry and other networks that affect the role of tour manager; b. team building; c. leadership and motivation; d. problem solving; e. communication and negotiation.</p>

effectiveness of chosen authority.

APEC SS 4.05.08.05 / APEC SS 4.04.xx.05

PRESENT INTERPRETIVE ACTIVITIES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Make preparations for interpretive activities</p> <p>1) Time is allocated for activity preparations. 2) Where appropriate preparatory research is undertaken and interpretive schemes are selected and developed. 3) All required resources and support materials are obtained, checked and assembled. 4) Where appropriate location is checked for safety, cleanliness and customer comfort. 5) Operational details and timings are confirmed with appropriate colleagues. 6) Customers are welcome to the activity in a friendly manner and opportunities are taken to interact with customers prior to commencement of the activity</p> <p>Element 2 – Present interpretive activities to customers</p> <p>1) Customers are welcome and provided with information to prepare them for the activity. 2) Materials presented are accurate, current, relevant and in a logical manner. 3) Interpretive and presentation techniques are used to enhance the understanding and quality of the experience for the customer including as appropriate: a. interpretive themes; b. humor; c. body language; d. role playing; e. voice techniques; f. story telling; g. games and activities; h. sensory awareness exercises; i. use of visual aids and props. 4) Interpretation combines learning and entertainment. 5) Audience participation and interaction is encouraged within safety guidelines. 6) Customer questions are correctly answered in a polite, friendly and welcoming manner. 7) Where the requested information falls outside the individual area of knowledge, the answer is found from another source or the customer is referred to other source of information. 8) Presentation of the activity takes account of environmental, cultural and social sensitivities. 9) Educational messages are included in the presentation. 10) Interpretive style is adapted to meet the needs of different customer groups.</p> <p>Element 3 – Liaise with team members</p> <p>1) Communication with colleagues is maintained on operational and technical aspects to ensure smooth running of the activity as appropriate to the location and circumstances. 2) Assistance is requested and offered to colleagues as appropriate.</p> <p>Element 4 – Deal with unexpected events</p> <p>1) When unexpected events occur, contingency plans are implemented without delay. 2) The situation is quickly assessed and appropriate action is promptly taken. 3) Presentation format, order or structure is amended to minimize impact on customer enjoyment. 4) Unexpected events are used constructively and creatively to enhance experience. 5) Where safety of customers or colleagues may be threatened, organization procedures are strictly followed. 6) Sources of assistance are promptly identified and accessed.</p> <p>Element 5 – Complete the activities</p> <p>1) The activity is brought to a close in a manner which takes account of the need to leave customers with positive impressions and feelings. 2) Colleagues are informed of completion of activity as required. 3) Resources are made ready for the next customer group or stored as appropriate. 4) Any defects in equipment and resources are recorded and/or reported according to organization procedures. 5) Activity location and / or resources are prepared for the next customer group or closed down according to organization procedures.</p>	<p>UNIT VARIABLES</p> <p>Activities may include: guided walks, guided site activities, touring activities etc.</p> <p>One or more activities may be combined as appropriate.</p> <p>Interpretive activities relate to: wildlife, domestic / . Farm animals, birds, history or heritage, culture, art, natural environment for land and water, built environment etc.</p> <p>Resources may include: natural resources, PA system, AV equipment, Overhead/transparencies, video & video monitor, slide projector & slides, handouts, costumes, props, actors/performers, guest speakers, special interest organizations, etc.</p> <p>Operational details may include timing of activities, final numbers involved, additional information on customers, last minute changes, and special requirements.</p> <p>Unexpected events may include: systems failure, technical/equipment failure, injury or accident, adverse weather conditions, inappropriate customer behavior, unpredictable animal behavior, cultural considerations, sudden closures, change of access, reassessment of customers physical abilities, etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. ability to prepare and conduct a complete interpretive activity as appropriate to the industry; b. ability to integrate interpretation principles into the activity; c. ability to use interpretive and presentation techniques.</p> <p>2) Underpinning knowledge and skills required include: communication skills, customer service skills, safety procedures, emergency procedures, technical equipment procedures, presentation techniques, creative communication techniques (story telling, role playing, games & activities, sensory awareness exercises, illustrated talks), and knowledge of subject matter to be presented.</p>

APEC SS 4.05.09.05 / APEC SS 1.05.xx.05 / APEC SS 4.04.xx.05

DEVELOP INTERPRETIVE CONTENT FOR ECOTOURISM ACTIVITIES*

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Research specialist information on ecology</p> <p>1) Research techniques are used to access current, accurate and relevant information on specialist ecological topics. 2) Subjects of potential customer interest are made the focus of research identities.</p> <p>Element 2 – Prepare interpretive content for tourism opportunities</p> <p>1) Educational and interpretive themes and messages are identified from research and</p>	<p>UNIT VARIABLES</p> <p>Interpretation should draw out the links between the different components of the ecosystem: national geology and physical geography, national history and human geography, fauna and flora, preservation and</p>

<p>incorporated into ecotourism activities. 2) Activities are developed to include focus on the relationship between key themes and other parts of the eco-system. 3) Content is prepared according to the principles of interpretation. 4) Activities incorporate biological knowledge and ecological principles. 5) Themes and activities are generated in accordance with ecotourism codes of practice.</p> <p>NOTE: Interpretation principles from Tilden: 1) Interpretation does not somehow relate what is being displayed or described to something within the personality or experience of the visitor will be sterile. 2) Information is not interpretation. Interpretation is revelation based upon information, but they are entirely different things. However, interpretation includes information. 3) Interpretation is an art which combines many arts, whether the materials are presented are scientific, historical or architectural. 4) The main aim of interpretation is not instruction but provocation. 5) Interpretation should aim to present a whole rather than a part, and must address itself to the whole person rather than any phase. 6) Interpretation addressed to children should not be a dilution of the presentation to adults, but should follow a fundamentally different approach.</p>	<p>conservation issues, fire and water ecology, impact of human history on environment.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in research skills, in-depth knowledge of specialist topics, ecotourism codes of practice, interpretation principles (see NOTE on right column), knowledge of environmental best practice and principles, knowledge of global and national environment issues. 2) Look for in-depth knowledge of subject area. 3) Look for ability to research and apply specialist information on activity.</p>
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APEC SS 4.05.10.05 / APEC SS 4.04.xx.05 / APEC SS 1.05.xx.05

RESEARCH AND SHARE GENERAL INFORMATION ON LOCAL ETHNIC CULTURES*

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Research and collect general information ethnic societies</p> <p>1) Sources of information about ethnic societies are correctly identified. 2) Where appropriate, written sources of information are accurately interpreted and the required information is extracted and confirmed with local communities prior to use. 3) Other information sources are accessed in a culturally appropriate way. 4) Appropriate community members are contacted and guidance is sought on how information should be used in industry context. 5) When seeking information, behavior shows respect for local culture & customs and correct protocol is followed. 6) Knowledge gained is shared with work colleagues to increase cultural awareness and understanding in the organization.</p> <p>Element 2 – Share information with customers</p> <p>1) All information shared with customers is accurate. 2) Information includes reference to the diversity of societies. 3) Information is shared in a manner which shows respect for local community values and customs. 4) Information is shared in a manner which enhances customer understanding of societies. 5) Customer questions are answered in a polite and friendly manner and in accordance with community wishes about what information can be shared with customers.</p>	<p>UNIT VARIABLES</p> <p>Research may include: talking & listening to specific ethnic people, organizing information from personal memory and experiences, watching audio media, listening to radio, reading books & media publications, internet browsing, museum research & visits, cultural seminars/event/meeting.</p> <p>Information may cover: historical information on ethnic cultures, traditional life and culture, contemporary indigenous life and culture, art & music, dances, special food / herbs / medicine, tools & implements, land ownership, cultural & religious sites, etc.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and skills in: methods of researching and recording information available on ethnic societies, protocols for sharing information about ethnic cultures, copyright issues, communication skills, including cross cultural skills and awareness of communication from an ethnic perspective. 2) Ability to research & share information in a culturally appropriate way. 3) Look for ability of general information on local ethnic cultures in the region.</p> <p>Assessment process should involve appropriate people accepted by the local communities.</p>

APEC SS 4.05.11.05 / APEC SS 4.04.xx.05 / APEC SS 1.05.xx.05

INTERPRET ASPECTS OF LOCAL ETHNIC CULTURES*

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Consult with the local community</p> <p>1) Appropriate community members are consulted about cultural activities including: a. information which can be shared; b. who can give information to whom; c. who can receive the information; d. what activities are appropriate; e. who should be involved. 2) Tourism activities are planned and conducted in accordance with the needs and wishes of the local communities.</p> <p>Element 2 – Interpret aspects of local ethnic cultures for customers</p> <p>1) Cultural aspects are interpreted for customers to the level of depth which is appropriate for the guide and the practical customer. 2) Cultural interpretation takes account of any copyright and intellectual property requirements. 3) Customers are briefed on culturally appropriate behavior. 4) Customers are made aware of copyright and intellectual property issues which may affect their own future behavior. 5) Individual guide behavior during activities shows respect for local ethnic culture and value. 6) Where appropriate, traditionally and</p>	<p>UNIT VARIABLES</p> <p>Ethnic cultures may include: art, dance, music, folklore, story telling, tools & implements, local foods & herbs, medicine.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in in-depth knowledge and understanding of local ethnic culture, protocols for sharing information about local ethnic cultures, copyright & intellectual property issues, communications skills on ethnic cultures. 2) Look for ability to provide cultural interpretation for customers in a culturally appropriate and respectful manner. 3) Assessment process must be conducted by person</p>

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contemporary practices are shown to customers in a manner which enhances their understanding of such culture. 7) Where appropriate, local language is used correctly and shared with customers. 8) Where appropriate, customers are invited to actively participate and share in the cultural experience.

approved by elders of the ethnic community. 4) Assessment process should take account of the fact that knowledge and skills in this unit may be gained through general life experience.

EMPOWER Associates for APEC TWG, 2005

APEC SKILL STANDARD UNITS 2005

CHAPTER 4.06 - ATTRACTIONS & VISITOR INFORMATION CENTER (21 Units)

SUMMARY OF UNITS

Unit code	Unit Name	Elmts	Total PC
4.06.01.05	Provide on site information and assistance	2	3+4 = 7
4.06.02.05	Monitor entry to venue	2	3+3 = 6
4.06.03.05	Conduct pre activity briefing	3	6+7+3 = 16
4.06.04.05	Operate a ride location	7	7+4+2+8+4+4+4 = 33
4.06.05.05	Load and unload a ride	3	6+2+3 = 11
4.06.06.05	Maintain safety in water based rides	4	7+3+4+2 = 16
4.06.07.05	Supervise ride locations	4	6+5+7+3 = 21
4.06.08.05	Operate a games location	6	7+2+8+4+3+2 = 26
4.06.09.05	Carry out spruiking	2	5+9 = 14
4.06.10.05	Operate an animal enclosures / exhibit	6	7+5+9+5+3+2 = 31
4.06.11.05	Provide general animal care	5	7+7+5+4+2 = 25
4.06.12.05	Rescue animals	2	4+4 = 8
4.06.13.05	Provide customers with information on animals	2	8+4 = 12
4.06.14.05	Coordinate and monitor animal care	9	3+5+3+4+6+4+4+3+4 = 36
4.06.15.05	Train and condition animals	3	3+5+2 = 10
4.06.16.05	Supervise animal enclosures	5	4+3+3+4+4 = 18
4.06.17.05	Manage animal enclosures / exhibits	3	6+5+3 = 14
4.06.18.05	Sell merchandise (idem 2.01.xx.05)	7	2+5+4+5+4+3+3 = 26
4.06.19.05	Advice on merchandise (idem 2.01.xx.05)	2	2+3 = 5
4.06.20.05	Merchandise products (idem 2.01.xx.05)	5	7+5+3+7+1 = 23
4.06.21.05	Apply Point of Sales Transactions (idem 2.01.xx.05/ 2.02.xx.05)	4	9+7+3+5 = 24
	Total 21 units	86	382

APEC SKILL STANDARD UNITS CHAPTER 4.06 - DETAILED DESCRIPTION OF UNITS

APEC SS 4.06.01.05

PROVIDE ON SITE INFORMATION AND ASSISTANCE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Access and update attraction / the park information</p> <p>1) Information is accessed and updated according to enterprise procedures and systems. 2) Information is incorporated into day-to-day working activities to ensure quality of service and standards within the attraction/theme park. 3) Information is shared with colleagues to ensure efficiency of operations.</p> <p>Element 2 – Provide assistance and information</p> <p>1) Information and assistance needs of different customers are accurately identified including those with special needs/disabilities. 2) Customers are courteously provided with information and assistance including the following as appropriate: a. general information on the attraction; b. times of activities & events; c. directions within the venue; d. facilities for those with special needs. 3) Information and assistance is provided in a manner that takes account of health and safety requirements and enterprise customer service standards. 4) Services within the attraction / theme park are promoted to customers.</p>	<p>UNIT VARIABLES</p> <p>Information may include: new activities / events, new procedures / systems, changes within the operation of the premises, promotional activities, new customers / client groups, and risk management issues and procedures.</p> <p>Information could be accessed and updated by: staff notice boards, leaflets & brochures, team meetings, internal newsletter, discussions with colleagues, monthly industry related magazine etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. knowledge of and ability to use information systems within the premises; b. knowledge of sources of customers for such premises.</p> <p>2) Underpinning knowledge and skills required include: a. sources of customers for an attraction / theme park; b. the roles of different departments within an attraction / theme park; c. information system within the premises for both the customers and staff.</p>

APEC SS 4.06.02.05

MONITOR ENTRY TO VENUE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Monitor and maintain access areas to ride / attraction</p> <p>1) Access areas are checked before operation, including: exit and entry locations, gates, fences, barriers, signage, and other items associated with safe operation of the area. 2) Access is controlled according to workplace procedures complying at all times with specific regulations and parameters. 3) Access areas are regularly checked for cleanliness, safety and customer comfort.</p> <p>Element 2 – Monitor crowds</p> <p>1) Maximum crowd size is accurately identified according to individual ride requirements. 2) Crowd size is monitored to ensure that maximum limit is not exceeded. 3) Crowd behavior is monitored and any problems promptly reported to the appropriate supervisor or security person.</p>	<p>UNIT VARIABLES</p> <p>Entry areas may include entry for: rides, exhibitions, games, show areas, pools etc.</p> <p>Types of entry may include gates entry and exit, informal un-structured lines/gathering, queue line, queue house, bollards, turnstile entrance & exits, sliding or mechanical opening.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. knowledge and procedures for monitoring entry areas; b. ability to consistently apply procedures.</p> <p>2) Underpinning knowledge and skills required include: a. procedures for monitoring of entry areas as appropriate to the enterprise; b. health and safety implications in the monitoring of entry areas.</p>

APEC SS 4.06.03.05

CONDUCT PRE-ACTIVITY BRIEFING

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Provide practical information to customers</p> <p>1) Customers are welcome to the event. 2) Customers are provided with comprehensive, accurate and relevant information about the events. 3) Health and safety requirements are clearly outlined according to company procedures and specific restrictions. 4) Special requirements are clearly outlined, for example the need to queue. 5) Information and advice given prepare customers for potential environmental changes and situation which may occur. 6) Customer questions are answered in a courteous and friendly manner.</p> <p>Element 2 – Enhance the briefing</p>	<p>UNIT VARIABLES</p> <p>Events may include: shows, presentation, rides, demonstrations, safety presentation, non-scripted presentation, scripted presentation, crowd information sessions etc.</p> <p>Communications resources and equipment may include: microphone, loud speaker, video presentation, monitors, actors scripted show, etc.</p>

<p>1) Communication and presentation techniques are used to enhance customer enjoyment of the briefing. 2) Humor is appropriate to the customer group. 3) Language is appropriate to the customer group. 4) Personal presentation, appearance and grooming is appropriate for the environment. 5) Body language is positive and welcoming to the customer. 6) Briefing shows cultural and social sensitivity. 7) Technical presentation resources are correctly used.</p> <p>Element 3 – Liaise with team members</p> <p>1) Communications is maintained with other team members and operators to ensure safe and efficient commencement to the event. 2) Signals are correctly given at the appropriate time. 3) Assistance is requested and offered to colleagues as appropriate.</p>	<p>ASSESSMENT GUIDE</p> <p>1) Look for: a. knowledge of health, safety and emergency procedures; b. ability to clearly communicate information to customers; c. ability to use simple presentation techniques to enhance briefing; d. ability to work in a team.</p> <p>2) Underpinning knowledge and skills required include: a. health and safety requirements for specific events / locations; b. emergency procedures for specific events; c. instructions to be given to customers; d. basic presentation techniques.</p>
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APEC SS 4.06.04.05

OPERATE A RIDE LOCATION

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare and inspect ride location</p> <p>1) The ride area is inspected according to an approved checklist for specific ride. 2) Inspection takes place prior to arrival of customers. 3) General equipment in the ride location is checked to ensure readiness for operation. 4) Safety equipment is checked to ensure readiness for operation. 5) The area is checked for cleanliness and standard of presentation, and remedial action promptly taken where appropriate. 6) General supplies are checked for quantity and quality. 7) Supplies are ordered according to company procedures.</p> <p>Element 2 – Inspect rides</p> <p>1) Rides are inspected daily according to an approved checklist. 2) Inspection takes place prior to the arrival of the customers. 3) All items are accurately noted according to company procedures. 4) Discrepancies or irregularities are reported to the appropriate supervisor and appropriate action taken immediately.</p> <p>Element 3 – Prepare to operate ride</p> <p>1) Loading procedures are checked prior to commencement of the ride according to company procedures. 2) Communications is maintained with the ride loader as appropriate to ensure the ride commences safely.</p> <p>Element 4 – Operate and monitor ride</p> <p>1) Ride procedures are performed correctly, promptly and safely according to company requirements and procedures. 2) The ride device is operated according to manufacturer and company specifications and guidelines. 3) Operator controls are continuously monitored during the operation of the ride. 4) The ride is continuously observed whilst in operation. 5) Action undertaken in response to observations made during the ride conforms to company procedures and manufacturer instructions. 6) Emergency procedures are carried out strictly according to company and specific ride procedures. 7) Customers are treated with friendly and courteous manner throughout the ride. 8) Quality control issue or problems identified during the ride are immediately communicated to the appropriate supervisor for action.</p> <p>Element 5 – Close down ride</p> <p>1) Close down procedures are commenced when all customers have left the ride location. 2) The ride is closed down following company procedures. 3) Close down is documented according to company procedures. 4) Any defects or deficiencies are correctly identified, documented and immediately reported to the appropriate supervisor for action.</p> <p>Element 6 – Close and secure ride</p> <p>1) All areas of the ride are checked according to company guidelines. 2) Location is cleaned in readiness for the next operation. 3) Equipment is made ready for next operation. 4) The ride location is secured according to company procedures.</p> <p>Element 7 – Prepare ride documentation and reports</p> <p>1) Issues and events requiring documentation are promptly and accurately identified. 2) Accurate and comprehensive notations are made according to company procedures. 3) Reports and documentation are accurately completed within required timeframes. 4) Reports and documentation are forwarded to the appropriate area within the required timeframe.</p>	<p>UNIT VARIABLES</p> <p>Ride may include: mechanical, computerized, manual, water-based, animal rides, etc.</p> <p>Checklist for rides may include: mechanical components, restraints/seats/harnesses, mounts, couplings and chains, fiberglass and metal, overall structure etc.</p> <p>General equipment may include: booth area, chairs, water cooler, cleaning equipment, microphone, signage etc.</p> <p>Safety equipment may include: signage, health & safety restriction signs and monitors, telephone, fire extinguisher, life preservers, safety rope/chain, communication devices, emergency stop button and apparatus relevant to rides, etc.</p> <p>Ride location may include: perimeter, walk ways, gates, queue house, bridges, ramps, fences, barriers, netting, etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. ability to consistently follow procedures in ride operations to ensure safety of customers and colleagues; b. understanding to the health, safety and emergency issues associated with ride operations.</p> <p>2) Underpinning knowledge and skills required include: a. health and safety procedures for specific rides; b. emergency procedures for specific rides; c. technical/equipment procedures for specific rides; d. documentation and reports to be completed in ride operations.</p>

APEC SS 4.06.05.05

LOAD AND UNLOAD RIDE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Load ride 1) Loading procedures are performed correctly, safely, promptly according to company requirements and procedures. 2) The ride is loaded to the maximum number of persons approved to ride. 3) All riders are checked to ensure they are secure as per the requirement of the ride. 4) Riders are directed to secure any articles which may become loose while riding. 5) Customers are treated in a courteous and friendly manner during loading. 6) All load requirements are checked prior to start of ride.</p> <p>Element 2 – Observe ride 1) The ride is continuously observed once in cycle as per directed safety procedures. 2) Quality control issues or problems are which are identified during the ride are immediately communicated to the appropriate supervisor for action.</p> <p>Element 3 – Unload ride 1) Unloading commences at the appropriate time once the ride is fully completed. 2) Unloading procedures are promptly, correctly and safely performed according to company requirements and procedures. 3) Customers are unloaded from the ride in a courteous and friendly fashion.</p>	<p>UNIT VARIABLES Ride may include: mechanical, computerized, manual, water-based activities, animal rides & exhibits, shows, etc.</p> <p>ASSESSMENT GUIDE 1) Look for: a. ability to consistently follow procedures in ride operations to ensure safety of customers and colleagues; b. understanding to the health, safety and emergency issues associated with ride operations. 2) Underpinning knowledge and skills required include: a. health and safety procedures for specific rides; b. emergency procedures for specific rides; c. technical/equipment procedures for specific rides.</p>

APEC SS 4.06.06.05

MAINTAIN SAFETY IN WATER BASED RIDES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Monitor safety around water 1) Surveillance of water areas is continuously maintained. 2) A replacement is obtained when it is necessary to leave the water. 3) Water areas are kept free from hazards at all times. 4) Customer behavior is continuously monitored to ensure compliance with safety requirements including wearing of safety garments. 5) Dangerously or unsafe behavior is promptly identified. 6) Customers are firmly but courteously requested to change behavior where it poses a threat to themselves, other guests or staff. 7) Assistance in controlling customer behavior is sought from a supervisor or security as appropriate.</p> <p>Element 2 – Assist and rescue customer 1) Persons in distress or danger are promptly identified. 2) Assistance is given and rescue carried out as required. 3) Rescue equipment is correctly used.</p> <p>Element 3 – Provide emergency care 1) Emergency situations are quickly and correctly recognized and assessed. 2) Emergency procedures are implemented. 3) Emergency care techniques are correctly applied. 4) Assistance from emergency services/ colleagues/ customers is gained where appropriate.</p> <p>Element 4 – Provide reports on emergencies 1) Emergency situations are documented according to company procedures. 2) Reports provided are clear and accurate.</p>	<p>UNIT VARIABLES Water based activity may include: swimming pools, wave pools, water slides, water rides, bungalows/ restaurant/ lounge located amidst natural or man-made ponds/lakes, etc. Emergency care may include: basic rescue, resuscitation, first aid, CPR, etc.</p> <p>ASSESSMENT GUIDE 1) Look for: a. ability to follow procedures in ride operations to ensure safety of customers and colleagues; b. understanding to the health, safety and emergency issues associated with ride operations; c. ability to rescue and care for customers. 2) Underpinning knowledge and skills required include: a. a. health and safety procedures for specific rides/ activities; b. emergency procedures for specific rides/ activities; c. technical/equipment procedures for specific rides/ activities.</p>

APEC SS 4.06.07.05

SUPERVISE RIDE OPERATIONS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Monitor ride operations 1) Communication is established with ride operators at commencement of the duty period. 2) Regular liaison is undertaken with all operators. 3) Informal updates are requested from operators. 4) Ride operations are observed and monitored to ensure adherence to safety and customer service policies. 5) Quality control issues are promptly identified and action is promptly taken to rectify any problems. 6) Assistance is provided to ride operators as required.</p> <p>Element 2 – Solve problems with ride operations 1) Problems are promptly identified and considered from an operational and customer service perspective. 2) Short term action is initiated to resolve the</p>	<p>UNIT VARIABLES Ride may include: mechanical, computerized, manual, water-based activities, animal rides, etc. Problems may be technical, operational or customer service related. Emergency care may include: First Aid, CPR, resuscitation etc.</p> <p>ASSESSMENT GUIDE</p>

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<p>immediate problem where appropriate. 3) Problems are analyzed for any long term impact and potential solutions are assessed and acted upon in consultation with relevant colleagues. 4) Where a problem is raised by the team members, they are encouraged to participate in solving the problem. 5) Follow up action is taken to monitor the effectiveness of solutions in the workplace.</p> <p>Element 3 – Coordinate emergency procedures</p> <p>1) Immediate response is made to requests for assistance with emergencies. 2) Emergency procedures are implemented according to company procedures. 3) Relevant information is obtained from ride operators. 4) The situation is quickly assessed and decision is taken on the course of action required. 5) Action is clearly communicated to all relevant personnel. 6) Emergency services are called when required. 7) Emergency care techniques are correctly applied where appropriate.</p> <p>Element 4 – Contribute to ride operations management</p> <p>1) Constructive suggestions for improvement in ride operations are made to management. 2) Input to management takes account of feedback from ride operators. 3) Reports on ride operations are provided to management as required.</p>	<p>1) Look for: a. understanding of quality assurance and how it applies to ride operations; b. ability to apply quality assurance principles to the supervision of ride operations; c. Ability to solve problems and make decisions in a range of different operational situations including emergency situations; d. knowledge of potential issues and problems that may arise in ride operations within an attraction / theme park; e. knowledge of legal and insurance issues that impact on ride operations.</p> <p>2) Underpinning knowledge and skills required include: a. problem solving and decision making; b. systems for coordination of safety and emergency procedures; c. comprehensive knowledge of legal and insurance requirements that impact on ride operations.</p>
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APEC SS 4.06.08.05 / APEC SS 3.09.xx.05

OPERATE A GAMES LOCATION

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare games locations for customers</p> <p>1) The games location is checked for cleanliness, safety and security according to company policy and procedures. 2) Equipment is checked and prepared for operation. 3) Signage is checked and correctly displayed. 4) Prizes and other supplies are checked to ensure sufficient stock levels. 5) Prizes are attractively displayed. 6) The number of stock items is accurately recorded. 7) Additional supplies are ordered where appropriate.</p> <p>Element 2 – Inspect games prior to opening</p> <p>1) Each game is correctly inspected according to company policy and procedures. 2) Faults are immediately reported to supervisor.</p> <p>Element 3 – Conduct games operations</p> <p>1) Rules and regulations are enforced during games. 2) Customer questions on games are correctly answered. 3) All prizes given are recorded for data analysis and stock take purposes according to company procedures. 4) The location is kept clean at all times. 5) Crowd size is monitored and maximum numbers are not exceeded. 6) Customer behavior is monitored to ensure a safe and pleasant environment for all customers. 7) Customers are firmly but courteously requested to change inappropriate behavior. 8) Assistance is sought from supervisor or security personnel as appropriate.</p> <p>Element 4 – Clean and maintain games</p> <p>1) Games are regularly inspected and cleaned as appropriate. 2) Game faults are correctly identified. 3) Simple repairs are made with minimum disruption to customers according to manufacturer instructions and company policy. 4) Games are put out of order where necessary and the fault immediately reported to the appropriate supervisor.</p> <p>Element 5 – Close down games locations</p> <p>1) Close down procedures are carried out according to company policy and procedures and manufacturer instructions. 2) Resources, equipment and stock are secured according to company policy and procedures. 3) The area is cleaned and prepared for the next day operation.</p> <p>Element 6 – Complete reports and documentation</p> <p>1) Tally, data records and reports are accurately produced according to company requirements within designated timeframe. 2) Reports are forwarded to the appropriate area within required timeframe.</p>	<p>UNIT VARIABLES</p> <p>Games may be: computerized, manual, coin operated, group, individual, pay per use, included in entry etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. ability to apply games operational procedures including set up, inspection, cleaning and maintenance, actual conduct of games and close down of games area; b. ability to accurately complete games operation documentation.</p> <p>2) Underpinning knowledge and skills required include: a. security procedures in specific relation to games operations; b. record keeping and documentation procedures for games; c. knowledge of individual game operations and rules; d. health and safety requirements as they apply to games operations.</p>

APEC SS 4.06.09.05

CARRY OUT SPRUIKING

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Make games announcement</p> <p>1) Communication systems and equipment are correctly used. 2) Announcement is clear and concise. 3) Information given about games is</p>	<p>UNIT VARIABLES</p> <p>Games may be: computerized, manual, coin operated, group, or individual.</p>

<p>accurate and prepares customers for the games experience. 4) Information is presented in an entertaining manner. 5) Customers are encouraged to participate in games by inclusion of key sales points and promotional offers.</p> <p>Element 2 – Present and conduct games</p> <p>1) Games are presented and conducted in a lively and entertaining manner. 2) Spruiking techniques are employed to enhance customer enjoyment of the game. 3) Player and crowd participation is encouraged. 4) Humor is appropriate to the customer group. 5) Language is appropriate for the customer group. 6) Personal presentation, appearance and grooming enhance the customer experience and are appropriate to the games environment. 7) Body language is positive and welcoming to the customer. 8) Presentation shows cultural and social sensitivity. 9) Technical presentation resources are correctly used.</p>	<p>Communications systems and equipment may include: static microphone, roaming microphone, PA system etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. ability to use a range of established spruiking techniques to encourage customer participation and enhance customer enjoyment of games.</p> <p>2) Underpinning knowledge and skills required include: a. health and safety requirements; b. security procedures; c. knowledge of individual game operation; d. presentation and spruiking techniques.</p>
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APEC SS 4.06.10.05

OPERATE AN ANIMAL ENCLOSURE / EXHIBIT

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare for customers</p> <p>1) Animal welfare is checked and immediate action taken to rectify any problems. 2) Enclosure/exhibit is inspected prior to arrival of customers according to enterprise procedures. 3) Signs are erected for temporary closures to ensure minimum customer inconvenience. 4) Equipment is prepared for the day activity. 5) Area is checked for cleanliness and safety according to enterprise procedures. 6) Supplies are checked for quantity and quality. 7) Required supplies are ordered according to enterprise procedures.</p> <p>Element 2 – Monitor the enclosure / exhibit</p> <p>1) During operation customer numbers are monitored to ensure maximum numbers are not exceeded. 2) Customer behavior is continuously monitored to ensure compliance with safety requirements. 3) Dangerous or unsafe behavior is promptly identified. 4) Customers are firmly but courteously requested to change behavior where there is a threat to themselves, other guests, animal or staff. 5) Assistance in controlling customer behavior is sought from supervisor or security as appropriate.</p> <p>Element 3 – Clean and maintain enclosure / exhibit</p> <p>1) Waste, faeces and weeds are removed from enclosures. 2) Vermin control procedures implemented. 3) Disposal of materials is carried out according to instructions. 4) Enclosure cleaning is conducted with minimum disruption to animals including exhibits, night facilities and food preparation areas. 5) Enclosure is presented according to requirements of both the animal and the customer. 6) Enclosures are secured according to enterprise guidelines and requirements for animal species. 7) Routine maintenance tasks are carried out according to instructions. 8) Feeding and watering systems are monitored and maintained in a safe and working condition. 9) Tasks are carried out in a manner which causes minimum disruption to customers.</p> <p>Element 4 – Close down enclosures</p> <p>1) Close down procedures are carried out according to enterprise procedures. 2) Animal welfare and security are checked during the close down process and reports are made to the appropriate supervisor. 3) The enclosure / exhibit and all equipment are prepared for the next day operation. 4) The enclosure / exhibit is cleaned. 5) The enclosure / exhibit is correctly secured.</p> <p>Element 5 – Use and care for equipment</p> <p>1) Animal husbandry and general equipment is correctly identified and used. 2) Basic cleaning and maintenance is correctly carried out on equipment. 3) Equipment is correctly and safely stored in the designated area.</p> <p>Element 6 – Complete reports and documentation</p> <p>1) Reports and documentation on the enclosure / exhibit are completed within the required timeframes. 2) Reports and documentation are forwarded to the appropriate area within required timeframes.</p>	<p>UNIT VARIABLES</p> <p>Animals refer to all types of animals which are exhibited in theme parks ad attractions including marine species.</p> <p>Routine maintenance includes: simple repairs or improvements to enclosure structure or equipment; basic gardening or landscaping.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. general knowledge of animals in the enclosure and procedures to be followed; b. knowledge of health and safety issues related to the animal enclosures; c. ability to correctly follow procedures for the opening, closing and monitoring of an enclosure or exhibit open to the public; d. ability to correctly use animal husbandry and general enclosure equipment; e. ability to undertake routine cleaning and maintenance duty; f. ability to accurately complete enclosure documentation.</p> <p>2) Underpinning knowledge and skills required include: a. animal types within the enterprise; b. animal escape procedures; c. animal welfare and ethics politics; d. animal feeding procedures; e. cleaning procedures in specific relation to animal enclosures; f. equipment procedures for animal husbandry and general enclosure equipment; g. health and safety requirements for animal enclosures; h. basic maintenance routine; i. record keeping in relation to animals enclosures.</p>

APEC SS 4.06.11.05

PROVIDE GENERAL ANIMAL CARE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Feed and water animals 1) Food preparation equipment is cleaned, disinfected and sterilized. 2) Food is prepared, apportioned and distributed according to instructions and dietary charts. 3) Feed animals are correctly handled according to enterprise procedures. 4) Water supply is monitored to ensure appropriate quantity, quality and safety. 5) Feeding and watering is conducted according to animal welfare and ethics policies. 6) Feeding and watering is conducted according to health and safety procedures. 7) Where possible and appropriate, customers are involved in animal feeding within safety guidelines.</p> <p>Element 2 – Assist with general animal care 1) Appropriate care is provided for the specific animal type and gender. 2) Chemicals used in animal care are handled, administered and stored in a safe and environmentally responsible manner. 3) Animals are groomed according to enterprise and animal welfare ethics policy. 4) Common animal behaviors are correctly recognized and appropriate action taken. 5) Capture and restraint procedures are correctly used under supervision. 6) Assistance is provided in rearing of young animals under supervision. 7) Stock levels are accurately counted.</p> <p>Element 3 – Assist with animal health care 1) Disease prevention procedures are carried out according to instructions and appropriate quarantine procedures. 2) Pests and toxic substances are accurately identified. 3) Obvious signs of illness are promptly recognized and reported according to procedures. 4) Routine treatments are administered under supervision. 5) Samples are correctly collected when required.</p> <p>Element 4 – Identify and act on potential risks in animal enclosures 1) Physical / behavioral hazards are correctly identified. 2) Risks associated with specific animals are identified. 3) Day-to-day duties are conducted in a manner which minimizes risks in the enclosure. 4) Potential risks are promptly reported to supervisor.</p> <p>Element 5 – Update and maintain animal records 1) Issues, behavior, events requiring written notation are promptly and accurately identified. 2) Accurate notations are made on animal records using correct terminology.</p>	<p>UNIT VARIABLES Animals refer to all types of animals which are exhibited in theme parks ad attractions including marine species. Samples may include urine, faeces, fur, feather, scale, etc. Animal behaviors may include: courtship, copulation, combat etc. Grooming and general care will vary according to the nature and type of the animal. Hazards and risks may include: animal behavior, human behavior, defects in enclosure structure or equipment.</p> <p>ASSESSMENT GUIDE 1) Look for: a. knowledge of procedures to be applied in day-to-day animal care including feeding, watering, grooming, disease prevention, routine health treatments and capture / restraint; b. ability to apply safety procedures to selected animal groups; c. knowledge of correct terminology and record keeping procedures in relation to animal care. 2) Underpinning knowledge and skills required include: a. animal observation skills; b. feeding procedures; c. chemical types and usage in animal care; d. quarantine requirements; e. general knowledge of animal diseases and pests; f. health and safety requirements related to animal care.</p>

APEC SS 4.06.12.05

RESCUE ANIMALS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify animal requiring rescue 1) The work area is regularly checked for distressed or escaped animals. 2) Animals requiring rescue or in distress are promptly identified. 3) Potential risks to customers, the animals, self and colleagues are assessed and action taken accordingly. 4) Appropriate departments and animal specialists are promptly informed of the situation.</p> <p>Element 2 – Participate in animal rescue 1) Rescue procedures are carried out within the scope of individual responsibility. 2) Assistance is sought from colleagues and animal specialists as required. 3) The animal is taken to the appropriate location. 4) Customers are kept informed of rescue progress where appropriate.</p>	<p>UNIT VARIABLES Animals refer to all types of animals which are exhibited in theme parks ad attractions including marine species. Rescue may include: escaped animals, sick animals, wildlife living in the park, etc.</p> <p>ASSESSMENT GUIDE 1) Look for: a. ability to safely apply animal rescue techniques; b. knowledge of rescue procedures. 2) Underpinning knowledge and skills required include: a. animal types within the organization; b. animal escape / rescue procedures; c. animal welfare and ethics politics; d. health and safety requirements.</p>

APEC SS 4.06.13.05

PROVIDE INFORMATION ON ANIMALS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Offer information to customers 1) Opportunities are taken to talk to customers about animals. 2) Interactions with customers are conducted in a polite, friendly and welcoming manner. 3)</p>	<p>UNIT VARIABLES Animals refer to all types of animals which are exhibited</p>

<p>Information offered is current and accurate. 4) Complexity of information is appropriate to customer needs. 5) Available resources are used to enhance the presentation of information. 6) Demonstration with actual animals is used as appropriate and within safety and animal welfare/ethics guidelines. 7) Customers are given opportunities to observe and interact with animals according to safety and animal welfare/ethics guidelines. 8) Customers are invited to ask questions.</p> <p>Element 2 – Respond to customer questions about animals</p> <p>1) Customer questions are correctly answered in a polite, friendly and welcoming manner. 2) Opportunities are taken to provide additional information to enhance the customer understanding and experience. 3) Where possible answers are enhanced by showing examples in real animals. 4) Where the requested information falls outside the individual area of knowledge, the answer is found from another source or the customer is referred to other sources of information.</p>	<p>in theme parks ad attractions including marine species.</p> <p>Information may include: general animal characteristics, animal behavioral pattern, individual animal characteristics, feeding information, etc.</p> <p>Resources may include: slide, video, pictures & charts, animal models, handouts, CD Rom etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. knowledge of animals; b. ability to effectively communicate information about animals to customers.</p> <p>2) Underpinning knowledge and skills required include: a. knowledge of animal as appropriate to the enterprise; b. customer service skills.</p>
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APEC SS 4.06.14.05

COORDINATE AND MONITOR ANIMAL CARE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Formulate animal diets and feeding regimes</p> <p>1) Research on dietary requirements is undertaken in consultation with a veterinarian. 2) Feeding strategies appropriate to the particular animal groups are used. 3) Liaison with supervisor and veterinarian is undertaken on dietary requirements.</p> <p>Element 2 – Handle and feed young animals</p> <p>1) An appropriate environment is prepared and maintained for young animals. 2) Young animals are handled and cared for in a manner which minimizes stress to the animal. 3) Weaning routines are correctly used. 4) Dietary and feeding requirements for young animals are correctly implemented. 5) Growth and development of young animals is monitored and recorded according to established protocol.</p> <p>Element 3 – Monitor animal health</p> <p>1) Health changes are identified with regard to behavior, general condition, food intake, and faecal appearance. 2) Simple illnesses are correctly diagnosed and action taken within scope of individual responsibility. 3) Health changes with potential for risk to other animals are promptly identified and acted upon.</p> <p>Element 4 – Administer animal health treatment</p> <p>1) Treatments are administered within scope of individual responsibility. 2) Internal and external medications are administered in consultation with a veterinarian. 3) Treatments are administered in a manner which minimizes animal stress and maximizes the safety of the operation. 4) Critical and special care procedures including pre and post natal care are correctly carried out under direction from appropriate specialist.</p> <p>Element 5 – Monitor and modify animal behavior</p> <p>1) Individual and group animal behavior is observed and recorded for research purposes. 2) Behavioral changes are recognized and assessed for potential risks. 3) Causes of behavioral changes are determined or reported to the appropriate person for determination. 4) Action is taken to remedy any undesirable behavior. 5) Enterprise conditioning programs are correctly applied. 6) Behavioral changes are promptly reported to the appropriate supervisor.</p> <p>Element 6 – Operate and maintain controlled environments</p> <p>1) Breeding control procedures are correctly implemented. 2) Specialist equipment is correctly used as directed by breeding and growth patterns. 3) Equipment is maintained according to enterprise and manufacturer instructions. 4) Maintenance assistance is sought from internal and external sources as required.</p> <p>Element 7 – Capture, restraint and transport animals</p> <p>1) Appropriate capture, restraint and transport equipment is accurately identified. 2) Equipment is checked and any faults promptly reported. 3) Capture and restraint procedures are carried out to minimize risk to animals and humans, using techniques required for the specific animals. 4) Animals are transported according to transport protocol and enterprise guidelines.</p> <p>Element 8 – Use animal identification techniques</p> <p>1) Species are correctly identified through correct application of morphology, dentition, reproduction, and behavior. 2) Appropriate identification methods are selected for animal type. 3) Identification techniques</p>	<p>UNIT VARIABLES</p> <p>Animals refer to all types of animals which are exhibited in theme parks ad attractions including marine species.</p> <p>Identification techniques may include: microchips, ear tags, brands, bands, color marking etc.</p> <p>Routine health care may include: routine injections, adding vitamins, fresh foods, pest control etc.</p> <p>Capture, restraint and movement methods will vary according to the type of animal and circumstances of capture.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. detailed knowledge of animal care procedures; b. ability to coordinate and monitor the overall day-to-day care of animals in an attraction / theme park environment including diet / feeding, young animal care, health care, breeding, capture / restraint.</p> <p>2) Underpinning knowledge and skills required include: a. feeding requirements for different animals; b. capture, restraint and transport techniques including knots and lashings; c. record keeping procedures for animals, animal record</p>

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<p>are correctly applied including microchips, tattoos, ear tags, brands, etc.</p> <p>Element 9 – Monitor quality in the animal enclosure</p> <p>1) Quality of animal care in the enclosure is monitored daily and action promptly taken to remedy any problems. 2) The effects of new programs / exhibits on animals are assessed and communicated to the appropriate supervisor. 3) Maintenance and renovation work conducted in the enclosure is undertaken and monitored to ensure minimum distress to animals. 4) Opportunities are taken to suggest animal care improvements to the appropriate supervisor.</p>	<p>keeping terminology; e. critical and special care procedures; f. dietary requirements for animals; g. young animal handling; h. general animal health; i. animal behavior modification.</p>
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TRAIN AND CONDITION ANIMAL

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Develop animal training plan</p> <p>1) A program to train and condition each animal is developed in consultation with appropriate experts. 2) Animal training plans take account of all safety and animal welfare / ethics policies. 3) The required degree of human/animal interaction is taken into consideration in developing the training plan.</p> <p>Element 2 – Train and condition animal</p> <p>1) Animals are trained and conditioned according to plan and in consultation with appropriate experts. 2) Safety procedures are strictly followed for all animals and animal training equipment. 3) Procedures for dealing with trained and conditioned animals are correctly followed and communicated to all other personnel in animal care. 4) Progress of training is accurately documented. 5) Progress of training is communicated to colleagues to facilitate planning of animal exhibits and shows.</p> <p>Element 3 – Design and present animal show</p> <p>1) Animal shows are designed and presented to take account of training and conditioning. 2) Shows are presented in a manner which causes minimum distress to animals.</p>	<p>UNIT VARIABLES</p> <p>Animals refer to all types of animals which are exhibited in theme parks ad attractions including marine species.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. knowledge of animal welfare / ethics policies in relation to training of animals; b. ability to safely apply detailed animal knowledge to the training / conditioning process; c. ability to design and present animal shows within ethical guidelines.</p> <p>2) Underpinning knowledge and skills required include: a. in-depth knowledge of behavior patterns of animal to be trained; b. animal training techniques; c. training plan design; d. animal training documentation; e. show presentation techniques.</p>

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SUPERVISE ANIMAL ENCLOSURES / EXHIBITS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Monitor and evaluate animal exhibit / enclosure</p> <p>1) Communication established with animal handling staff at the commencement of duty period. 2) Regular liaison is undertaken with all handlers. 3) Technical assistance with animal care is provided to handlers where required. 4) Quality of the overall exhibit is regularly evaluated from the perspective of customers, animals, and staff and appropriate action is initiated.</p> <p>Element 2 – Monitor animal care</p> <p>1) Animal care strategies are evaluated in consultation with relevant colleagues and specialists. 2) Possible improvements to animal care are identified and introduced. 3) Preventive pest control procedures are implemented and monitored.</p> <p>Element 3 – Monitor enclosure / exhibit safety</p> <p>1) Safety of all exhibits / enclosures for customers, staff and animals is monitored and prompt action taken to rectify deficiencies. 2) Design improvements are implemented and approval sought as required by enterprise policies. 3) Animal containment strategies are monitored and improved where appropriate.</p> <p>Element 4 – Maintain animal husbandry manuals</p> <p>1) Information in animal husbandry manuals is monitored for accuracy, relevance and currency. 2) Manuals are developed and improved as required in consultation with colleagues. 3) Manuals are stored and/or distributed to all relevant colleagues. 4) New information is highlighted.</p> <p>Element 5 – Provide technical specialist advice to management</p> <p>1) Husbandry and technical management advice is provided to management to facilitate informed management decisions for animal exhibits. 2) Assistance with exhibit design is provided. 3) Advice provided takes account of feedback from animal handlers. 4) Reports on</p>	<p>UNIT VARIABLES</p> <p>Animals refer to all types of animals which are exhibited in theme parks ad attractions including marine species.</p> <p>Animal exhibits / shows include existing species, new species, new single species, multi species etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. technical and specialist knowledge in relation to animal care and the operation of animal exhibits / enclosures; b. ability to integrate technical and specialist knowledge with general operational monitoring and quality control of animal enclosures / exhibits.</p> <p>2) Underpinning knowledge and skills required include: a. quality control procedures in specific relation to animal exhibits / enclosures; b. animal management techniques; c. development and maintenance of animal husbandry manuals; d. supervisory skills as stipulated in APEC SS Unit Monitor Workplace Operations (1.02.xx.05 / 2.03.xx.05)</p>

animal exhibits are provided to management as required.

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MANAGE ANIMAL ENCLOSURES / EXHIBITS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Develop animal care and management strategies 1) Animal care strategies are planned and implemented in consultation with all relevant colleagues for: general care, breeding, diets & feeding, handling, restraint and transport, health, artificial rearing. 2) Strategies are developed to meet all requirements of animal welfare and ethics guidelines. 3) Regimes and procedures for animal enclosures are created as an integral part of the animal care strategy. 4) Administration systems are created and maintained. 5) Animal care strategies are clearly communicated to relevant colleagues. 6) Strategies are evaluated and action taken accordingly.</p> <p>Element 2 – Plan animal exhibits and shows 1) The need for a new exhibit / show is identified in a timely manner. 2) Objectives for a new exhibit / show are developed and agreed upon with colleagues. 3) Requirements are considered from all perspectives including animal, keeper and customer. 4) An action plan for an exhibit / show development is created and implemented in consultation with relevant colleagues. 5) Information on a new exhibit / show is created and distributed as appropriate.</p> <p>Element 3 – Integrate animal exhibits and shows with other features and attractions 1) Contact is maintained with other departments to facilitate effective coordination of all shows and exhibits. 2) Other departments are given the opportunity to provide input into the management of animal exhibits / shows. 3) Animal exhibits / shows are developed and maintained in accordance with the overall goals and objectives of the organization.</p>	<p>UNIT VARIABLES Animals refer to all types of animals which are exhibited in theme parks ad attractions including marine species. Animal exhibits / shows include existing species, new species, new single species, multi species etc.</p> <p>ASSESSMENT GUIDE 1) Look for: a. Detailed knowledge of animal management strategies, development, implementation and monitoring; b. ability to develop and apply animal management strategies in an attraction / theme park environment; c. ability to plan and implement new animal exhibits / shows. 2) Underpinning knowledge and skills required include: a. strategic animal management techniques and practices; b. knowledge of government regulations regarding exhibited animals; c. planning principles; d. enterprise marketing strategies.</p>

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SELL MERCHANDISE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Apply product knowledge 1) Knowledge of the use and application of relevant products and services demonstrated. 2) Experienced sales staff or product information guide consulted to increase product knowledge.</p> <p>Element 2 – Approach customer 1) Timing of customer approach determined and applied. 2) Effective sales approach identified and applied. 3) Positive impression conveyed to arouse customer interest. 4) Knowledge of customer buying behavior demonstrated. 5) Customer is focused on specific merchandise.</p> <p>Element 3 – Gather information from customer 1) Questioning techniques applied to determine customer buying motives. 2) Listening skills used to determine customer requirements. 3) Non-verbal communication cues interpreted and clarified. 4) Customers identified by name where possible.</p> <p>Element 4 – Sell benefits 1) Customer needs matched to appropriate products and services. 2) Knowledge of product features and benefits communicated clearly to customers. 3) Product use and safety requirements described. 4) Customers referred to appropriate product specialist as required. 5) Routine customer questions about merchandise, such as price, price reductions, quality, age etc. are answered accurately, courteously and honesty or referred to more experienced sales staff.</p> <p>Element 5 – Overcome objections 1) Customer objections identified. 2) Objections categorized into price, time and merchandise characteristics. 3) Solutions offered according to store</p>	<p>UNIT VARIABLES The following variables may be present: a. store policy and procedures with regard to selling products and services; b. size, type and location of store; c. store merchandise range; d. store service range; e. store sales approach; f. product knowledge may include warranties, corresponding benefits of various products, use-by dates, storage requirements and stock availability; g. customers with routine or special requests; h. regular and new customers; varying levels of staff. Selling may be face-to-face or by telephone or internet. Customers may include people from a range of social, cultural or ethnic backgrounds and physical and mental abilities. Handling techniques may vary according to type of merchandise sold and stock characteristics. Selling skill includes: opening techniques, buying signals, strategies to focus customer on specific merchandise, add-ons and complimentary sales, overcoming customer objections, and closing techniques.</p> <p>ASSESSMENT GUIDE 1) Look for: a. ability to selling techniques in a retail environment; b. general product knowledge. 2) Underpinning knowledge and skills required include: a.</p>

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<p>policy. 4) Problem solving applied to overcome customer objections.</p> <p>Element 6 – Close sales</p> <p>1) Customer buying signals are monitored, identified and responded to appropriately. 2) Customer is encouraged to make purchase decisions. 3) Appropriate method of closing sale selected and applied.</p> <p>Element 7 – Maximize sales opportunities</p> <p>1) Opportunities for making additional sales recognized and applied. 2) Customer advised of complimentary products of services according to customers identified need. 2) Personal sales outcomes reviewed to maximize future sales.</p>	<p>store policies and procedures in selling products and services; b. relevant regulations including consumer law; c. store merchandise and service range; d. listening and questioning techniques; e. verbal and non verbal communication skills; f. negotiation techniques; f. customer buying motives; g. customer categories / types; h. types of customer needs, e.g. functional, psychological; i. problem solving techniques; j. performance analysis techniques; k. product knowledge; l. numerical skills.</p>
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APEC SS 4.06.19.05 / APEC SS 2.01.xx.05

ADVICE ON MERCHANDISE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Develop product knowledge</p> <p>1) Product knowledge developed, maintained and conveyed to other staff members as required. 2) Comparisons between products and services researched and applied including: brand options, product features, warranties, and price. 3) Competitors product and service range and pricing are identified and assessed.</p> <p>Element 2 – Recommend specialized products</p> <p>1) Merchandise evaluated according to customer requirements. 2) Features and benefits of products and services demonstrated to customer to create a buying environment. 3) Detailed specialized knowledge of products applied to provide accurate advice to customers.</p>	<p>UNIT VARIABLES</p> <p>The following variables may be present: a. store policy and procedures with regard to selling products and services; b. size, type and location of store; c. store merchandise range; d. store service range; e. store sales approach; f. product knowledge may include warranties, corresponding benefits of various products, use-by dates, storage requirements and stock availability; g. customers with routine or special requests; h. regular and new customers; i. varying levels of staff; various types of customers (with routine or special requests, special needs, regular and new customers, varying backgrounds etc)</p> <p>Handling techniques may vary according to type of merchandise sold and stock characteristics.</p> <p>Selling skill includes: opening techniques, buying signals, strategies to focus customer on specific merchandise, add-ons and complimentary sales, overcoming customer objections, and closing techniques.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. ability to provide in-depth advice on merchandise as appropriate to the enterprise.</p> <p>2) Underpinning knowledge and skills required include: a. store policies and procedures in selling products and services; b. relevant regulations including consumer law; c. store merchandise and service range; d. listening and questioning techniques; e. verbal and non verbal communication skills; f. negotiation techniques; f. customer buying motives; g. customer categories / types; h. types of customer needs, e.g. functional, psychological; i. problem solving techniques; j. performance analysis techniques; k. product knowledge; l. numerical skills.</p>

APEC SS 4.06.20.05 / APEC SS 2.01.xx.05)

MERCHANDISE PRODUCTS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Place and arrange merchandise</p> <p>1) Merchandise unpacked according to store procedures. 2) Merchandise placed on floor, fixtures and shelves in designated locations. 3) Merchandise displayed to achieve balanced fully stocked appearance and promote sales. 4) Damaged, soiled or out of date stock identified and corrective action taken as required according to store procedures. 5) Stock range placed to conform to fixtures, ticketing, prices or bar codes. 6) Stock rotated according to stock requirements and store procedures. 7) Stock presentation conforms to special handling techniques and safety requirements.</p> <p>Element 2 – Prepare display labels/tickets</p> <p>1) Labels/tickets for window, wall or floor displays prepared according to store policy. 2) Tickets prepared using electronic equipment or neatly by hand according to store procedures. 3) Soiled, damaged, illegible or incorrect labels / tickets identified and corrective actions taken. 4) Electronic ticketing equipment used and maintained according to design specifications. 5) Ticketing equipment maintained and stored in a secure location.</p>	<p>UNIT VARIABLES</p> <p>The following variables may be present: a. store policy and procedures with regard to selling products and services; b. size, type and location of store; c. store merchandise range; d. store service range; e. store sales approach; f. product knowledge may include warranties, corresponding benefits of various products, use-by dates, storage requirements and stock availability; g. customers with routine or special requests; h. regular and new customers; i. varying levels of staff; various types of customers (with routine or special requests, special needs, regular and new customers, varying backgrounds etc).</p> <p>Store ticketing and pricing policy may include: pricing gun, shelf tickets, shelf talkers, written labels, swing ticketing, bar coding, price boards, header boards etc.</p>

<p>Element 3 – Place, arrange and display price tickets and labels (where applicable) 1) Tickets/labels are visible and correctly placed on merchandise. 2) Labels / tickets replaced according to store policy. 3) Correct pricing and information maintained on merchandise according to store.</p> <p>Element 4 – Maintain display 1) Special promotion areas reset and dismantled. 2) Supervisor assisted in selection of merchandise for display. 3) Merchandise arranged as directed and/or according to lay out specifications and load bearing capacity of fixtures. 4) Unsuitable or out of date displays identified, reset and / or removed as directed. 5) Optimum stock levels identified and stock replenished according to store policy. 6) Display areas maintained in a clean and tidy manner. 7) Excess packaging removed from display areas.</p> <p>Element 5 – Protect merchandise. 1) Correct handling, storage and display techniques identified and used according to stock characteristics.</p>	<p>Merchandise may be characterized by: type, size, brand, customer, color, etc.</p> <p>ASSESSMENT GUIDE 1) Look for: a. ability to follow correct procedures for the selling of products according to store procedures; b. knowledge of techniques for the presentation of merchandise. 2) Underpinning knowledge and skills required include: a. store policies and procedures in selling products and services; b. relevant regulations including consumer law; c. principles of display; d. location of display areas; e. merchandise range and specifications; f. availability and use of display materials; g. merchandise life cycle; h. correct handling techniques for protection of shelf and merchandise; i. stock rotation; j. stock replenishment; k. numerical skills; safety requirements.</p>
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APEC SS 4.06.21.05 / APEC SS 2.01.xx.05 / APEC SS 2.02.xx.05

PROCESS POINT OF SALES (POS) TRANSACTIONS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Operate Point of Sale (POS) Equipment 1) POS equipment is operated according to design applications. 2) POS terminal opened and closed according to enterprise procedures. 3) POS terminal cleared and transaction transferred according to enterprise procedures. 4) Cash handled according to enterprise security procedures. 5) Supplies of change in POS terminal maintained according to enterprise policy. 6) Active POS attended according to store policy. 7) Records completed for transaction errors according to store policy. 8) Adequate supplies of dockets, vouchers and POS documents maintained. 9) Customers courteously informed of delays in POS process.</p> <p>Element 2 – Perform POS transactions 1) POS transactions completed according to store policy. 2) Store procedures identified and applied in respect of cash and non-cash transactions, such debit/credits cards, cheques, gift vouchers etc. 3) Store procedures identified and applied according to exchanges and returns. 4) Goods moved through POS area efficiently and treated according to fragility and packaging. 5) Information accurately and properly entered into POS equipment. 6) Price/total/amount of cash received stated verbally to customer. 7) Correct change offered.</p> <p>Element 3 – Complete sales 1) Customer order forms, invoices, receipts are accurately completed. 2) Customer delivery requirements identified and processed accurately without undue delay. 3) Sales transactions processed without undue delay or customer directed to other terminals according to enterprise policy.</p> <p>Element 4 – Wrap and pack goods 1) Adequate supplies of wrapping material or bags maintained/requested. 2) Appropriate packaging material selected. 3) Merchandise wrapped neatly and effectively where required. 4) Items packed safely to avoid damage in transit, and labels attached where required. 5) Transfer of merchandise for parcel pick-up or other delivery methods arranged if required.</p>	<p>UNIT VARIABLES This unit applies to all kinds of stores selling merchandise. Store policies & procedures refer to operation of POS equipment, security and sales transactions. POS equipment may be manual or electronic.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated capacity to correctly operate POS equipment according to enterprise procedures within acceptable timeframes. 2) Underpinning knowledge and skills include: a. store policies and procedures regarding customer service and sales techniques; b. relevant regulations and consumer law; c. wrapping and packaging techniques; d. merchandise handling techniques; e. numeric skills.</p>

EMPOWER Associates for APEC TWG, 2005

APEC SKILL STANDARD UNITS 2005

CHAPTER 4.07 - PLANNING & PRODUCT DEVELOPMENT (12 Units)

SUMMARY OF UNITS

Unit code	Unit Name	Elmts	Total PC
4.07.01.05	Create , implement and evaluate strategic development initiatives (idem 1.02.xx.05)	3	11+3+3 = 17
4.07.02.05	Research tourism data (idem 1.02.xx.05)	3	2+4+3 = 9
4.07.03.05	Source and package tourism products and services (idem 4.02.xx.05)	2	5+8 = 13
4.07.04.05	Plan and implement minimal impact tourism operation (idem 1.05.xx.05)	3	3+3+3 = 9
4.07.05.05	Plan, develop and evaluate interpretive activities (idem 4.04.xx.05)	3	3+10+3 = 16
4.07.06.05	Plan, develop and monitor ecologically sustainable tourism operations (idem 1.05.xx.05)	3	7+6+2 = 15
4.07.07.05	Develop host community awareness of tourism (idem 1.05.xx.05)	2	3+4 = 7
4.07.08.05	Assess and plan tourism opportunities for local communities (idem 1.05.xx.05)	5	4+4+3+3+3 = 17
4.07.09.05	Develop, implement and monitor local / regional plan (idem 1.02.xx.05)	3	10+2+3 = 15
4.07.10.05	Plan, develop and monitor culturally appropriate tourism operations (idem 1.05.xx.05)	3	7+10+3 = 20
4.07.11.05	Develop interpretive contents for ecotourism activities (idem 1.05.xx.05)	3	2+5+6 = 13
4.07.12.05	Create, implement and evaluate strategic product development initiative (idem 4.07.xx.05)	3	11+3+3 = 17
	Total 12 units	36	168

APEC SKILL STANDARD UNITS CHAPTER 4.07 - DETAILED DESCRIPTION OF UNITS

APEC SS 4.07.01.05 / APEC SS 1.02.21.05

CREATE, IMPLEMENT AND EVALUATE STRATEGIC PRODUCT DEVELOPMENT INITIATIVE *

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare product development plan</p> <p>1) Product development plan is developed within the context of the overall business plan and marketing focus of the enterprise. 2) Product development opportunities are identified based market analysis and customer needs and expectations. 3) Plan takes account of input from both internal and external resources. 4) Market research is incorporated into planning process. 5) Plans consider the requirements of different customers including those with special needs. 6) Issues relating to product life cycles are considered in the planning process. 7) Budgetary and cash flow planning issues are incorporated. 8) Cost effectiveness and profitability is assessed. 9) External issues are incorporated as appropriate. 10) Relevant external issues are reviewed and incorporated, including: a. Legal and liability; b. Environmental; c. Cultural; d. General industry trends; e. National and local government regulations; f. Budget parameters; operational development. 11) Clear and schedule courses of action and evaluation criteria are incorporated.</p> <p>Element 2 – Prepare product development plan</p> <p>1) The objective and contents of product development plan are communicated promptly to all appropriate colleagues and customers. 2) Actions detailed in the plan are implemented according to agreed timelines. 3) Where appropriate, new products and services are tested in the market prior to implementation.</p> <p>Element 3 – Monitor and evaluate product development</p> <p>1) Product development initiatives are regularly monitored in terms of: a. Progress against agreed objective, schedule and evaluation criteria; b. Response of market; c. Feedback from distribution network; d. Feedback from staff; e. Internal and external changes; f. Cost effectiveness and profitability. 2) Necessary changes are identified and carried out in a timely manner. 3) Changes are communicated to all relevant colleagues and customers.</p>	<p>UNIT VARIABLES</p> <p>Product development may cover new product or product diversity, special product programs, new customer service features, building of new facilities or equipment purchase, shows, exhibition etc.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge of planning & project management, insurance issues of the product/program, environmental regulations, area market knowledge, understanding of profit/benefit issues against costs/disadvantages. 2) Ability to plan, implement and evaluate product development initiative. 3) Knowledge and understanding of all issues affecting the initiative.</p>

APEC SS 4.07.02.05 (IDEM1.02.xx.05)

RESEARCH DATA*

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify research needs</p> <p>1) Specific research needs are identified based on current business focus and needs of the organization. 2) Objectives of the research are developed in consultation with relevant colleagues and authorities.</p> <p>Element 2 – Conduct research</p> <p>1) Research method is selected in accordance with objectives. 2) Where appropriate, documentation required for the research program is prepared. 3) Where appropriate, specialist assistance is obtained. 4) Research is conducted within agreed timeframes, in accordance with research methodology and budget parameters.</p> <p>Element 3 – Interpret and apply research results</p> <p>1) Data collected is accurately analyzed and interpreted. 2) Results are used to inform current activities and future planning. 3) Research results are communicated to appropriate colleagues and external agencies in a timely manner with appropriate recommendations and observations.</p>	<p>UNIT VARIABLES</p> <p>Research methods may include questionnaires and surveys, interviews, focus groups, electronic polling, evaluating secondary data, desk research. Research may be related to customer preference, general visitor patterns, evaluation of marketing initiative, distribution network, potential product development initiative</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in research techniques & methodologies, role of research and sources of research data. 2) Ability to apply research knowledge to conduct research.</p>

APEC SS 4.07.03.05 / APEC SS 4.05.xx.05

SOURCE AND PACKAGE TOURISM PRODUCTS AND SERVICES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Source products and services</p> <p>1) Product initiatives are developed within the context of the enterprise overall business plan and marketing focus. 2) Product objectives are identified in consultation with appropriate colleagues and customers. 3) Potential destinations and products are identified and researched using the following methods as appropriate: a. desk research; b. personal contact with tourism authorities / product suppliers / distribution network; c. destinations / site inspections. 4) Destination and product details are assessed for suitability including: Costs, availability, features & benefits and profit potential. 5) Destinations and products are selected based on research conducted and relationship to other products / services offered by the business.</p> <p>Element 2 – Package products and services</p> <p>1) Programs are developed to meet the requirements of specific customers / markets in relation to: budget, product / service preferences, time constraints, and practicality. 2) Program components are combined and integrated to create maximum value and salability. 3) Where appropriate, agreements are made with suppliers and confirmed in writing according to enterprise procedures. 4) Program costs are calculated according to enterprise requirements to take account of the following as appropriate: commissions, contract agreements, mark-up / profit margin requirements, payment terms, relevant exchange rate implications, taxes, staff costs, promotional costs, and telecommunications costs. 5) Pricing structures are clearly presented and include full details of all inclusions, exclusions and add-ons. 6) Details are confirmed and finalized in writing. 7) Legal requirements are checked and incorporated. 8) Programs are presented to appropriate colleagues / customers for approval prior to promotion in the market place and within required time frames.</p>	<p>UNIT VARIABLES</p> <p>Packaged tourism products may include: conference packages, social events, tour program and packages (day, extended, eco, cultural, educational, or business, etc), special interest itineraries, incentives, series tours, etc.</p> <p>Products and services may include: accommodation, transport, hire car, attractions, tours, catering, entertainment, conference facilities, specialist services (guides, interpreters, etc), etc.</p> <p>ASSESSMENT GUIDE</p> <p>1) Evidence should include demonstrated ability to: a. source and package a range of different products and services to meet specific market need; b. develop and price practical programs that meet both customer needs and enterprise business requirements.</p> <p>2) Underpinning knowledge and skills required include: a. national, regional and international regulations that impact on the packaging and development of tourism products; b. industry information networks; c. industry practices in packaging products as appropriate to different sectors; d. market knowledge in relation to product being developed and potential customers.</p>

APEC SS 4.07.04.05 / APEC SS 1.05.xx.05

PLAN AND IMPLEMENT MINIMAL IMPACT OPERATIONS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Plan environmentally responsible activities</p> <p>1) Experiences and activities are developed according to ecological codes of practice, including: a. combination of education and interpretation on the natural environment; b. environmental sustainability; c. return to the local environment and community; d. cultural sensitivity; e. meeting of realistic client expectation. 2) Operation and procedures are developed to limit potential negative impacts and maximize positive impacts on the natural environment. 3) Operation and procedures are developed to limit potential negative impacts and maximize positive impacts on the local community.</p> <p>Element 2 – Conduct activities with minimal impact</p> <p>1) Minimal impact procedures are selected and used as appropriate to the area including: waste disposal, use of tracks, energy used, noise, souvenirs given, setting of camps, interactions with wild life, group size, activity specific guidelines, local customs and courtesies. 2) Customers are advised about acceptable behaviors in: environments & communities. 3) Individual behavior provides a role model for customers and colleagues in relation to minimal impact.</p> <p>Element 3 – Monitor impact and changes</p> <p>1) Changes in the environment are accurately monitored and recorded. 2) Where appropriate environmental information is collected on behalf of environmental/social</p>	<p>UNIT VARIABLES</p> <p>Minimal impact techniques and procedures may include: education on appropriate behavioral patterns, site hardening, technological solutions, education, restricting or limiting access, staged authenticity.</p> <p>Environmental impact may include: 1) Positive: Opportunities for conservation / protection / rejuvenation, education of visitors & locals, improvement of sites already impacted. 2) Negative: disturbance of flora & fauna, physical damage, introduction of feral & exotic species, water / noise / air pollution, waste / energy / consumable demands and issues, visual impacts.</p> <p>Social impact may include: 1) Positive: economic benefits to local community, improved local facilities & amenities, employment, diversify the economy, visitor education on how the local community lives and works. 2) Negative: trivialization of culture, effect on social cultures, disruption to lifestyle, competition on use of infra structure, disturbance to indigenous people.</p> <p>Methods of information collection may include: logbooks, sighting forms, basic measurements on temperature / weather condition / estimations of % cover / water, photography.</p> <p>Changes in the natural environment may include: breeding events, erosion, species sighting, changes to flora & fauna.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and skills in: basic general knowledge of global environment issues, local environmental and cultural issues, basic general knowledge of environmental ethics, relevant government and local regulations & by-laws, minimal impact techniques, environmental information collection techniques, ecological codes of practice, an understanding of the biophysical and social cultural elements in an environment. 2) Knowledge of environmental and socio cultural impacts and issues associated with organization activities. 3) Ability to apply knowledge to</p>

agencies and authorities. 3) Appropriate authorities are advised on environmental social change.	the planning and operation of organization activities.
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APEC SS 4.07.05.05 / APEC SS 4.04.xx.05)

PLAN, DEVELOP AND EVALUATE INTERPRETIVE ACTIVITIES

NOTE ON INTERPRETIVE PRINCIPLES FROM TILDEN (see units 4.04. 1 – 4):

1) Interpretation that does not somehow relate to what is being displayed or described to something within the personality or experience of the visitor will be sterile. 2) Information as such, is not interpretation. Interpretation is revelation based upon information. But they are entirely different things. However, all interpretation includes information. 3) The chief aim of interpretation is not instruction but provocation. 4) Interpretation should aim to present a whole rather than a part and must address itself to the whole person rather than any phase. 5) Interpretation addressed to children should not a dilution of the presentation to adults, but should follow a fundamentally different approach.

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Establish need for activity</p> <p>1) Need for activity is identified based on customer requests, customer feedback, product development initiatives and wider community needs. 2) Educational, interpretive and commercial objectives of the activity are established. 3) When required, approval for the activity is obtained from the appropriate source.</p> <p>Element 2 – Develop activity</p> <p>1) Possible themes and messages for the activity are identified and developed. 2) A range of potential information and resources for the activity are identified and accessed in a manner which is culturally and environmentally appropriate. 3) Risk audit is undertaken and incorporated into activity development. 4) Breadth and depth of message and supporting information selected is appropriate to the customer. 5) Resources to support the activity are developed within designated timelines. 6) Activity is developed within budget. 7) Activity is developed to meet objectives. 8) Activity is developed according to principles of interpretation. 9) Colleagues are consulted and kept informed during the development of the activity. 10) Activity is promoted in conjunction with relevant colleagues and according to organization market objectives.</p> <p>Element 3 – Evaluate activity</p> <p>1) Formal and informal feedback is obtained from customers and colleagues. 2) Activity is modified according to feedback received. 3) On going review mechanisms are established and implemented to ensure continuous improvement of activity according to its objectives.</p>	<p>UNIT VARIABLES</p> <p>Activities may include: guided walks, guided site activities, touring activities etc.</p> <p>One or more activities may be combined as appropriate.</p> <p>Interpretive activities relate to: wildlife, domestic / Farm animals, birds, history or heritage, culture, art, natural environment for land and water, built environment etc.</p> <p>Resources may include: natural resources, PA system, AV equipment, Overhead/transparencies, video & video monitor, slide projector & slides, handouts, costumes, props, actors/performers, guest speakers, special interest organizations, etc.</p> <p>Specialists may include: subject matter experts, culture advisor, technical expert, creative designer, actors/performers, marketers, environmental educators, interpretation consultants, government officials.</p> <p>ASSESSMENT GUIDE</p> <p>1) Look for: a. ability to explain subject knowledge; b. ability to apply knowledge to the development of tourism related interpretive activities; c. ability to apply the total development and evaluation process to an interpretive activity.</p> <p>2) Underpinning knowledge and skills required include: a. customer service skills; b. technical /equipment procedures; c. project planning; d. write and source information, presentation skills; e. activity design; f. knowledge of subject matter being presented.</p>

APEC SS 4.07.06.05 / APEC SS 1.05.xx.05

PLAN, DEVELOP AND MONITOR ECOLOGICALLY *SUSTAINABLE OPERATIONS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLE & ASSESSMENT GUIDELINE
<p>Element 1 – Plan for ecologically sustainable operation</p> <p>1) Relationship between the industry and the environment are considered as part of the planning process. 2) Strategies to balance ecologically sustainability and economic viability are developed as part of the planning process. 3) The need for a return (economic or social) to the local community is considered. 4) Site evaluations are conducted prior to the decision to commence the operation. 5) Methods of managing tourism impacts and protecting vulnerable sites are investigated and incorporated into the planning process. 6) All stakeholders are consulted and their views incorporated into the planning process. 7) Development of decisions take account of all information made available by the planning process.</p> <p>Element 2 – Develop and implement ecologically sustainable operations</p> <p>1) Environmental standards are established for the operation. 2) Codes of practice are developed for customers and colleagues. 3) Environmental best practice is</p>	<p>UNIT VARIABLES</p> <p>Methods of managing tourism impacts may include: limits of acceptable change, zoning of the operation & activity, exclusion of activities & events, community consultation & involvement, government development plans, scheduling of activities & events, consideration of optimal weather/season conditions, selection of most appropriate transport modes, education of all stakeholders, and size of operation.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and skills in general knowledge of</p>

<p>regularly incorporated into operations. 4) Operations are conducted according to ecologically sustainable practices. 5) Operations are conducted in accordance with ecotourism codes of practice. 6) Environmental awareness is promoted within the tourism industry and to customers.</p> <p>Element 3 – Monitor environmental impacts of operations</p> <p>1) Environmental impacts are monitored, assessed and followed up with appropriate action. 2) Courses of action are developed and implemented to limit negative impacts and damage.</p>	<p>global environment issues, local environmental and cultural issues, ecological codes of practice, impacts of activities, minimal impact techniques, environmental management strategies, tourism trends and developments, relevant national, regional, provincial and local regulations. 2) Ability to integrate ecologically sustainable practices into overall product development process.</p>
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APEC SS 4.07.07.05 / APEC SS 1.05.xx.05

DEVELOP HOST COMMUNITY AWARENESS OF INDUSTRIES*

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Educate and inform the communities</p> <p>1) Objectives for the education of the local community are set in accordance with the overall goals of the organization and the community. 2) Strategies and programs are devised and implemented to maximize the opportunity to inform all sections of the community about tourism / other industries. 3) Costs and benefits of tourism / other industries are clearly communicated on an on-going basis.</p> <p>Element 2 – Liaise with stakeholders</p> <p>1) The main stakeholders in the host community are identified. 2) Views and opinions of stakeholders are sought on an on-going basis in relation to tourism activities. 3) Input from stakeholders is assessed and applied in the planning and organization of tourism / industry activities. 4) Potential conflicts relating to tourism / other industries are identified and solutions sought in consultation with relevant parties.</p>	<p>UNIT VARIABLES</p> <p>Stakeholders may include: general public, elected officials, senior bureaucrats, community groups, private sectors operators, industry associations, trade unions, media publications.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in community impacts of tourism / other industries both costs and benefits, typical structures for local, provincial & national tourism / other industries, typical issues/problems in relation to host communities and tourism / other industries, strategic and tactical community communications. 2) Look for understanding the role of tourism within host communities, the impacts of industry and the role of major stakeholders. 3) Ability to develop strategies to ensure effective communication about tourism / industry issues to the broad community.</p>

APEC SS 4.07.08.05 / APEC SS 1.05.xx.05

ASSESS TOURISM / OTHER INDUSTRIES OPPORTUNITIES FOR LOCAL COMMUNITIES*

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Seek information about potential industry opportunities</p> <p>1) The local community is consulted about the possibility of community involvement in tourism / other industries and agreement is sought to investigate the opportunities. 2) General information sources on the industry are accurately identified and accessed. 3) Information on specific relevance to the community is gathered and used to make decisions about tourism / other industries. 4) Information from other communities is obtained and used to make decisions about tourism / other industries.</p> <p>Element 2 – Analyze information in relation to local communities</p> <p>1) Relevant tourism / other industries members are consulted on customer and industry expectations for tourism / other industries products and services. 2) Potential social and economic impacts on the community are identified and analyzed. 3) Current skill levels and the need for training or specialist expertise are identified and analyzed. 4) Potential conflicts between the industry and other community values are identified and analyzed.</p> <p>Element 3 – Liaise with external stakeholders</p> <p>1) Contacts are established and maintained with relevant people outside the community. 2) Information and advice are exchanged with external holders. 3) Assistance is sought from external individuals and organizations when required.</p> <p>Element 4 – Consult with the community</p> <p>1) The community is consulted about tourism / other industries potentials. 2) The community is provided with relevant, current and accurate information to facilitate informed debate and decisions. 3) Where appropriate, external individuals and organizations are invited to talk to the community.</p> <p>Element 5 – Makes decisions in relation to tourism opportunities</p> <p>1) Decisions about tourism / other industries opportunities are made within the appropriate timeframe, taking into account all information which has been gathered and analyzed. 2)</p>	<p>UNIT VARIABLES</p> <p>Potential industry opportunities cover retails operations, work opportunities, related industries development, visits from external communities, training for local communities, etc.</p> <p>Sources of information may include: government bodies, industry associations, research bodies, reports, other local businesses, land agencies, other local communities, local people, etc.</p> <p>External stakeholders may include: the wider community, local businesses, government bodies and private sector associations, training agencies, etc.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in the relevant industry, industry network and information sources, impact of the relevant industry, research and analysis skills. 2) Look for knowledge of the range of potential issues and impacts in relation of the relevant industry development in a local community. 3) Ability to identify and</p>

Decision reflects the wishes of the community. 3) When decisions are to pursue the opportunities, information collected in the assessment process is integrated into future planning.	analyze the full range of potential impacts of proposed relevant industry development on a particular local community.
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APEC SS 4.07.09.05 / APEC SS 1.02.xx.05

DEVELOP, IMPLEMENT AND MONITOR LOCAL / REGIONAL DEVELOPMENT PLAN*

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Develop local/regional plans</p> <p>1) Plans are drafted within the context of the organizational overall development approach. 2) Plans include an inventory of available infrastructure and the carrying capacity. 3) Products and service gaps are identified. 4) Plans are drafted to take account of the level of community and industry resources. 5) Impact on the community are considered and incorporated into the planning process including environmental, social & cultural and economic factors. 6) Development initiatives within the plan are both culturally and environmentally appropriate for the region. 7) Community is consulted throughout the planning process. 8) Plans are developed to include a clear strategic and tactical focus. 9) Scheduled courses of action and evaluation methods are included. 10) Plans are submitted for approval to the appropriate authority within agreed timeframes.</p> <p>Element 2 – Implement plans</p> <p>1) Actions detailed in the plan are implemented according to schedule and contingencies. 2) Community is consulted and involved on an on-going basis.</p> <p>Element 3 – Monitor and evaluate plans</p> <p>1) Activities are monitored using the evaluation methods detailed in the plan on an on-going basis to take account of the following factors: a. progress towards objectives; b. evaluation of individual activities; c. the need for changes to the plan. 2) Any changes required are submitted for consideration and approval by the appropriate authority. 3) Agrees changes to the plans are promptly implemented and communicated.</p>	<p>UNIT VARIABLES</p> <p>Research may include local, regional or enterprise context.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in strategic planning techniques & practices, in-depth appreciation of the region where the plan is being developed (cultural, physical, social and environmental), knowledge of the industry in relation to supply, demand and opportunities, industry structures applied to the region. 2) Ability to apply the total planning process to the development of specific regional plan. 3) Ability to implement and monitor operational plan. 4) Detailed knowledge of issues that apply to the development and administration of the plan.</p>

APEC SS 4.07.10.05 (IDEM 1.05.xx.05)

PLAN AND DEVELOP CULTURALLY APPROPRIATE OPERATION* (idem 4.07.10.05)

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Plan for culturally appropriate operations</p> <p>1) Cultural issues are identified at the commencement of the planning process. 2) Individuals and communities are consulted in relation to cultural issues which may affect the operation. 3) Where appropriate, economic and social impacts are considered in the planning process. 4) Strategies to balance economic viability and cultural appropriateness are developed as part of the planning process. 5) Economic returns to local communities are considered. 6) Ways of managing and minimizing negative impacts and maximizing positive impacts are investigated and developed as part of the planning process. 7) Product development decisions take account of all information made available by the planning process including the need for culturally appropriate operations.</p> <p>Element 2 – Develop & implement culturally appropriate operations</p> <p>1) Codes of practice and procedures which show respect for cultural values are developed for customers and colleagues. 2) Operations are conducted in accordance with codes of practice. 3) Operational participation of individuals from the appropriate cultures is encouraged. 4) All activities are culturally appropriate. 5) Information shared with customers is culturally appropriate, accurate and avoids cultural stereotyping. 6) Copyright & intellectual property issues are considered. 7) Colleagues are educated about other cultures and societies. 8) Culturally appropriate behaviors are encouraged through training and education. 9) The need for culturally appropriate behavior is promoted throughout the organization and with customers. 10) Where appropriate, promotional and other materials are used to inform colleagues and customers about cultural issues.</p> <p>Element 3 – Monitor operations</p> <p>1) The SOP is regularly monitored to ensure culturally appropriate practices are maintained. 2) Regular consultation is conducted with individuals and local communities</p>	<p>UNIT VARIABLES</p> <p>Cultural issues may include: appropriate activities, use of cultural information, access restrictions, use of appropriate staff, traditional / contemporary values and customs, cultural differences in styles of negotiation and communications.</p> <p>Impacts on communities may include: 1) Positive: economic benefits to local community, improved local facilities, employment opportunities, cultural benefits, visitor education, greater understanding between host and visitor cultures. 2) Negative: trivialization of culture, effect on social structures and behavior.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and skills in cultural/social impacts of activities, Copyright & intellectual property issues, cross cultural awareness and knowledge of specific culture in question, relevant government regulations, organizing and planning. 2) Ability to integrate culturally appropriate practices into overall</p>

as appropriate. 3) Issues are dealt with promptly and changes are considered to continually improve organization practices.	product development process. 3) Training or assessment process should involved persons from the relevant cultures.
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APEC SS 4.07.11.05 /APEC SS 1.05.xx.05

DEVELOP INTERPRETIVE CONTENT FOR ECOTOURISM ACTIVITIES*

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Research specialist information on ecology</p> <p>1) Research techniques are used to access current, accurate and relevant information on specialist ecological topics. 2) Subjects of potential customer interest are made the focus of research identities.</p> <p>Element 2 – Prepare interpretive content for tourism opportunities</p> <p>1) Educational and interpretive themes and messages are identified from research and incorporated into ecotourism activities. 2) Activities are developed to include focus on the relationship between key themes and other parts of the eco-system. 3) Content is prepared according to the principles of interpretation. 4) Activities incorporate biological knowledge and ecological principles. 5) Themes and activities are generated in accordance with ecotourism codes of practice.</p> <p>NOTE: Interpretation principles from Tilden: 1) Interpretation does not somehow relate what is being displayed or described to something within the personality or experience of the visitor will be sterile. 2) Information is not interpretation. Interpretation is revelation based upon information, but they are entirely different things. However, interpretation includes information. 3) Interpretation is an art which combines many arts, whether the materials are presented are scientific, historical or architectural. 4) The main aim of interpretation is not instruction but provocation. 5) Interpretation should aim to present a whole rather than a part, and must address itself to the whole person rather than any phase. 6) Interpretation addressed to children should not be a dilution of the presentation to adults, but should follow a fundamentally different approach.</p>	<p>UNIT VARIABLES</p> <p>Interpretation should draw out the links between the different components of the ecosystem: national geology and physical geography, national history band human geography, fauna and flora, preservation and conservation issues, fire and water ecology, impact of human history on environment.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in research skills, in-depth knowledge of specialist topics, ecotourism codes of practice, interpretation principles (see NOTE on right column), knowledge of environmental best practice and principles, knowledge of global and national environment issues. 2) Look for in-depth knowledge of subject area. 3) Look for ability to research and apply specialist information on activity.</p>

APEC SS 4.07.12.05 / APEC SS 1.02.xx.05

CREATE, IMPLEMENT AND EVALUATE STRATEGIC PRODUCT DEVELOPMENT INITIATIVE *

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare product development plan</p> <p>1) Product development plan is developed within the context of the overall business plan and marketing focus of the enterprise. 2) Product development opportunities are identified based market analysis and customer needs and expectations. 3) Plan takes account of input from both internal and external resources. 4) Market research is incorporated into planning process. 5) Plans consider the requirements of different customers including those with special needs. 6) Issues relating to product life cycles are considered in the planning process. 7) Budgetary and cash flow planning issues are incorporated. 8) Cost effectiveness and profitability is assessed. 9) External issues are incorporated as appropriate. 10) Relevant external issues are reviewed and incorporated, including: a. Legal and liability; b. Environmental; c. Cultural; d. General industry trends; e. National and local government regulations; f. Budget parameters; operational development. 11) Clear and schedule courses of action and evaluation criteria are incorporated.</p> <p>Element 2 – Prepare product development plan</p> <p>1) The objective and contents of product development plan are communicated promptly to all appropriate colleagues and customers. 2) Actions detailed in the plan are implemented according to agreed timelines. 3) Where appropriate, new products and services are tested in the market prior to implementation.</p> <p>Element 3 – Monitor and evaluate product development</p> <p>1) Product development initiatives are regularly monitored in terms of: a. Progress against agreed objective, schedule and evaluation criteria; b. Response of market; c. Feedback from distribution network; d. Feedback from staff; e. Internal and external changes; f. Cost effectiveness and profitability. 2) Necessary changes are identified and carried out in a timely manner. 3) Changes are communicated to all relevant colleagues and customers.</p>	<p>UNIT VARIABLES</p> <p>Product development may cover new product or product diversity, special product programs, new customer service features, building of new facilities or equipment purchase, shows, exhibition etc.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge of planning & project management, insurance issues of the product/program, environmental regulations, area market knowledge, understanding of profit/benefit issues against costs/disadvantages. 2) Ability to plan, implement and evaluate product development initiative. 3) Knowledge and understanding of all issues affecting the initiative.</p>