



COMPETENCY STANDARD

FOOD AND BEVERAGE PRODUCTION

Level: 02

(Tourism and Hospitality Sector)

Competency Standard Code: CS-TH-FBP-L2-EN-V1



**National Skills Development Authority
Chief Adviser's Office
Government of the People's Republic of Bangladesh**

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This Competency Standard for Food and Beverage Production is a document for the development of curricula, teaching and learning materials, and assessment tools. It also serves as the document for providing training consistent with the requirements of industry in order to meet the qualification of individuals who graduated through the established standard via competency-based assessment for a relevant job.

This document has been developed by NSDA in association with Tourism and Hospitality Sector ISC, industry representatives, academia, related specialist, trainer and related employee.

Public and private institutions may use the information contained in this standard for activities benefitting Bangladesh.

Introduction

The NSDA aims to enhance an individual's employability by certifying completeness with skills. NSDA works to expand the skilling capacity of identified public and private training providers qualitatively and quantitatively. It also aims to establish and operationalize a responsive skills ecosystem and delivery mechanism through a combination of well-defined set of mechanisms and necessary technical supports.

Key priority economic growth sectors identified by the government have been targeted by NSDA to improve current job skills along with existing workforce to ensure required skills to industry standards. Training providers are encouraged and supported to work with industry to address identified skills and knowledge to enable industry growth and increased employment through the provision of market responsive inclusive skills training program. "Food and Beverage Production" is selected as one of the priority occupations of Tourism and Hospitality Sector. This standard is developed to adopt a demand driven approach to training with effective inputs from Industry Skills Councils (ISC's), employer associations and employers.

Generally, a competency standard informs curriculum, learning materials, assessment and certification of trainees enrolled in Skills Training. Trainees who successfully pass the assessment will receive a qualification under Bangladesh National Qualification Framework (BNQF) and will be listed on the NSDA's online portal.

This competency standard is developed to improve skills and knowledge in accordance with the job roles, duties and tasks of the occupation and ensure that the required skills and knowledge are aligned to industry requirements. A series of stakeholder consultations, workshops were held to develop this document.

The document also details the format, sequencing, wording and layout of the Competency Standard for an occupation which is comprised of Units of Competence and its corresponding Elements.

Overview

A competency standard is a written specification of the knowledge, skills and attitudes required for the performance of an occupation, trade or job corresponding to the industry standard of performance required in the workplace.

The purpose of a competency standards is to:

- provide a consistent and reliable set of components for training, recognizing and assessing people's skills, and may also have optional support materials
- enable industry recognized qualifications to be awarded through direct assessment of workplace competencies
- encourage the development and delivery of flexible training which suits individual and industry requirements
- encourage learning and assessment in a work-related environment which leads to verifiable workplace outcomes

Competency standards are developed by a working group comprised of representative from NSDA, Key Institutions, ISC, and industry experts to identify the competencies required of an occupation in Informal Sector.

Competency standards describe the skills, knowledge and attitude needed to perform effectively in the workplace. CS acknowledge that people can achieve technical and vocational competency in many ways by emphasizing what the learner can do, not how or where they learned to do it.

With competency standards, training and assessment may be conducted at the workplace or at training institute or any combination of these.

Competency standards consist of a number of units of competency. A unit of competency describes a distinct work activity that would normally be undertaken by one person in accordance with industry standards.

Units of competency are documented in a standard format that comprises of:

- unit title
- nominal duration
- unit code
- unit descriptor
- elements and performance criteria
- variables and range statement
- curricular content guide
- assessment evidence guides

Together, all the parts of a unit of competency:

- describe a work activity
- guide the assessor to determine whether the candidate is competent or not yet competent

The ensuing sections of this document comprise of a description of the relevant occupation, trade or job with all the key components of a unit of competency, including:

- a chart with an overview of all Units of Competency for the relevant occupation, trade or job including the Unit Codes and the Unit of Competency titles and corresponding Elements
- the Competency Standard that includes the Unit of Competency, Unit Descriptor, Elements and Performance Criteria, Range of Variables, Curricular Content Guide and Assessment Evidence Guide.

Competency Standards for National Skills Certificate – Level-2 in Food and Beverage Production in Tourism and Hospitality Sector

Level Descriptors of BNQF 1-6

Level & Job Classification	Knowledge Domain	Skills Domain	Responsibility Domain
6-Mid-Level Manager/ Sub Assistant Engineer	Comprehensive actual and theoretical knowledge within a specific work or study area with an awareness of the validity and limits of that knowledge, able to analyze, compare, relate and evaluate.	Specialized and wider range of cognitive and practical skills required to provide leadership in the development of creative solutions to defined problems. Communicate professional issues and solutions to the team and to external partners/users.	Work under broad guidance and self-motivation to execute strategic and operational plan/s. Lead lower-level management. Diagnose and resolve problems within and among work groups.
5-Supervisor	Broad knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to scrutinize and break information into parts by identifying motives or causes.	Broad range of cognitive and practical skills required to generate solutions to specific problems in one or more work or study areas. Communicate practice-related problems and possible solutions to external partners.	Work under guidance of management and self-direction to resolve specific issues. Lead and take responsibility for the work and actions of group/team members. Bridge between management.
4-Highly Skilled Worker	Broader knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to solve problems to new situations by comparing and applying acquired knowledge.	A range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying the full range of methods, tools, materials and information. Communicate using technical terminology and IT technology with partners and users as per workplace requirements.	Work under minimal supervision in specific contexts in response to workplace requirements. Resolve technical issues in response to workplace requirements and lead/guide a team/ group.
3-Skilled Worker	Moderately broad knowledge in a specific work or study area, able to perceive ideas and abstract from drawing and design according to workplace requirements.	Basic cognitive and practical skills required to use relevant information in order to carry out tasks and to solve routine problems using simple rules and tools. Communicate with his team and limited external partners upholding the values, nature and culture of the workplace	Work or study under supervision with considerable autonomy. Participate in teams and responsible for group coordination.
2-Semi Skilled Worker	Basic understanding of underpinning knowledge in a specific work or study area, able to interpret and apply common occupational terms and instructions.	Skills required to carry out simple tasks, communicate with his team in the workplace presenting and discussing results of his work with required clarity.	Work or study under supervision in a structured context with limited scope of manipulation
1 –Basic Skilled Worker	Elementary understanding of ability to interpret the underpinning knowledge in a specific study area, able to interpret common occupational terms and instructions.	Specific Basic skills required to carry out simple tasks. Interpret occupational terms and present the results of own work within guided work environment/ under supervision.	Work under direct supervision in a structured context with limited range of responsibilities.

List of Abbreviations

General	
NSDA	National Skills Development Authority
BMET	Bureau of Manpower Employment and Training
ILO	International Labor Organization
ISC	Industry Skills Council
NPVC	National Pre-Vocation Certificate
PPP	Public Private Partnership
SCVC	Standards and Curriculum Validation Committee
SEIP	Skills for Employment Investment Program
STP	Skills Training Provider
UoC	Unit of Competency
SWOT	Strength, Weakness, Opportunity and Threat
OSH	Occupational Health and Safety
HACCP	Hazard Analysis and Critical Control Points
SOP	Standard Operating Procedures
PPE	Personal Protective Equipment

Approved by
40th Authority Meeting of NSDA
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**Competency Standards for National Skill Certificate – 2 in
Food and Beverage Production in Tourism and Hospitality Sector**

Course Structure

SL No	Unit code and Title		UOC Level	Nominal (hours)
Generic Units of Competencies				
1.	GU-02-L1-V1	Apply Occupational Safety and Health (OSH) Procedure in the Workplace	1	15
2.	GU-02-L2-V1	Carryout Workplace Interaction	2	15
3.	GU-07-L3-V1	Receive and Respond to Workplace Instructions	3	15
Sub Total				45
Sector Specific Units of Competencies				
4.	SU-TH-01-L2-V1	Work in Tourism & Hospitality Industry	2	10
5.	SU-TH-02-L2-V1	Practice Workplace Hygiene Procedures	2	10
6.	SU-TH-03-L2-V1	Provide Effective Guest Service	2	15
Sub Total				35
Occupation Specific Units of Competencies				
7.	OU-TH-FBP-01-L2-V1	Clean and Maintain Workplace	2	15
8.	OU-TH-FBP-02-L2-V1	Receive and Store Goods	2	15
9.	OU-TH-FBP-03-L2-V1	Prepare and Perform Basic Food and Beverage Production	2	80
10.	OU-TH-FBP-04-L2-V1	Prepare Stocks, Soups and Basic Sauces	2	60
11.	OU-TH-FBP-05-L2-V1	Prepare Snacks, Salad and Dressing	2	30
12.	OU-TH-FBP-06-L2-V1	Prepare Bangladeshi and Indian Dishes	2	60
Sub Total				260
Workplace Visit				20
Total Duration				360

Units & Elements at Glance

Generic Units of Competencies

SL	Code	Unit of competency	Elements of Competency	Duration (hours)
1.	GU-02-L1-V1	Apply Occupational Safety and Health (OSH) Procedure in the Workplace	<ol style="list-style-type: none"> 1. Identify OSH policies and procedures. 2. Follow OSH procedure 3. Report hazards and risks 4. Respond to emergencies 5. Maintain personal well-being 	15
2.	GU-02-L2-V1	Carryout Workplace Interaction	<ol style="list-style-type: none"> 1. Interpret workplace communication and etiquette 2. Interpret Workplace Documents 3. Participate in workplace meetings and discussions 4. Practice professional ethics at workplace 	15
3.	GU-07-L3-V1	Receive and Respond to Workplace Instructions	<ol style="list-style-type: none"> 1. Interpret and follow verbal Instructions 2. Read and interpret workplace documents 3. Receive and follow written instructions 4. Attend meetings and provide inputs 	15
Total hours				30

Sector Specific Units of Competencies

SL	Code	Unit of competency	Elements of Competency	Duration (hours)
1	SU-TH-01-L2- V1	Work in Tourism & Hospitality Industry	<ol style="list-style-type: none"> 1. Identify job roles and responsibilities in the tourism & hospitality industries 2. Identify and observe OSH in the tourism & hospitality industries 3. Plan work activities 4. Work with others 	10
2	SU-TH-02-L2-V1	Practice Workplace Hygiene Procedures	<ol style="list-style-type: none"> 1. Follow hygiene procedures 2. Identify and prevent hygiene risks 	10
3	SU-TH-03-L2-V1	Provide Effective Guest Service	<ol style="list-style-type: none"> 1. Greet guest 2. Identify needs of guests 3. Provide service to guest 4. Handle queries of guests 5. Handle complaints/conflict situations, evaluation and recommendations 	15
Total hours				35

Occupation-Specific Units of Competencies

SL	Code	Unit of Competency	Elements of Competency	Duration (hours)
1.	OU-TH-FBP-01- L2-EN-V1	Clean and Maintain Workplace	<ol style="list-style-type: none"> 1. Follow OSH 2. Clean, sanitize and store equipment 3. Clean and sanitize working areas 4. Dispose wastes 	15
2.	OU-TH-FBP-02- L2-EN-V1	Receive and Store Goods	<ol style="list-style-type: none"> 1. Receive goods 2. Store goods 	15
3.	OU-TH-FBP-03- L2-EN-V1	Prepare and Perform Basic Food and Beverage Production	<ol style="list-style-type: none"> 1. Collect and prepare tools, utensils and equipment 2. Prepare ingredients 3. Interpret cooking methods 4. Produce foods 5. Produce Beverage 6. Clean and maintain facilities, tools and equipment 	80
4.	OU-TH-FBP-04- L2-EN-V1	Prepare Stocks, Soups and Basic Sauces	<ol style="list-style-type: none"> 1. Prepare for stocks, soups, sauces 2. Cook stocks 3. Cook and present soups 4. Cook and present sauces 5. Reheat stocks, soups and sauces 6. Clean and maintain facilities, tools and equipment 	60
5.	OU-TH-FBP-05- L2-EN-V1	Prepare Snacks, Salad and Dressing	<ol style="list-style-type: none"> 1. Make Snacks 2. Make salad and dressings 3. Clean and maintain facilities, tools and equipment 	30
6.	OU-TH-FBP-06- L2-EN-V1	Prepare Bangladeshi and Indian Dishes	<ol style="list-style-type: none"> 1. Identify Bangladeshi and Indian Cuisine 2. Cook Bangladeshi and Indian Cuisine 3. Clean and store equipment, utensils and maintain workplace 	60
Total hours				260

Generic Units of Competencies

Unit Code and Title	GU-02-L1-V1: Apply Occupational Safety and Health (OSH) Procedure in the Workplace
Unit Descriptor	This unit covers the knowledge, skills and attitudes (KSA) required in applying occupational safety and health (OSH) procedures in the workplace. It specifically includes identifying OHS policies and procedures, following OSH procedure, reporting to emergencies, and maintaining personal well-being.
Nominal Hours	15 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Identify OSH policies and procedures	1.1 <u>OHS policies</u> and <u>safe operating procedures</u> are accessed and stated. 1.2 <u>Safety signs and symbols</u> are identified and followed. 1.3 Emergency response, evacuation procedures and other contingency measures are determined according to workplace requirements.
2. Follow OSH procedure	2.1 <u>Personal protective equipment (PPE)</u> is selected and collected as required. 2.2 Personal protective equipment (PPE) is correctly used in accordance with organization OHS procedures and practices. 2.3 A clear and tidy workplace is maintained as per workplace standard. 2.4 PPE is maintained to keep them operational and compliant with OHS regulations.
3. Report hazards and risks	3.1 <u>Hazards</u> and risks are identified, assessed and controlled. 3.2 Incidents arising from hazards and risks are reported to designated authority.
4. Respond to emergencies	4.1 Alarms and warning devices are responded. 4.2 Workplace <u>emergency procedures</u> are followed. 4.3 <u>Contingency measures</u> during workplace accidents, fire and other emergencies are recognized and followed in accordance with organization procedures. 4.4 First aid procedures is applied during emergency situations.
5. Maintain personal well-being	5.1 OHS policies and procedures are adhered to. 5.2 OHS awareness programs are participated in as per workplace guidelines and procedures. 5.3 Corrective actions are implemented to correct unsafe condition in the workplace. 5.4 <u>“Fit to work” records</u> are updated and maintained according to workplace requirements.
Range of Variables	

Variables	Range (may include but not limited to):
1. OHS Policies	1.1 Bangladesh standards for OHS 1.2 Fire Safety Rules and Regulations 1.3 Code of Practice 1.4 Industry Guidelines
2. Safe Operating Procedures	2.1 Orientation on emergency exits, fire extinguishers, fire escape, etc. 2.2 Emergency procedures 2.3 First Aid procedures 2.4 Tagging procedures 2.5 Use of PPE 2.6 Safety procedures for hazardous substances
3. Safety Signs and symbols	3.1 Direction signs (exit, emergency exit, etc.) 3.2 First aid signs 3.3 Danger Tags 3.4 Hazard signs 3.5 Safety tags 3.6 Warning signs
4. Personal Protective Equipment (PPE)	4.1 Gas Mask 4.2 Gloves 4.3 Safety boots 4.4 Face mask 4.5 Overalls 4.6 Goggles and safety glasses 4.7 Sun block 4.8 Chemical/Gas detectors
5. Hazards	5.1 Chemical hazards 5.2 Biological hazards 5.3 Physical Hazards 5.4 Mechanical and Electrical Hazard 5.5 Mental hazard 5.6 Ergonomic hazard
6. Emergency Procedures	6.1 Fire fighting 6.2 Earthquake 6.3 Medical and first aid 6.4 Evacuation
7. Contingency measures	7.1 Evacuation 7.2 Isolation 7.3 Decontamination
8. “Fit to Work” records	8.1 Medical Certificate every year 8.2 Accident reports, if any 8.3 Eye vision certificate
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 stated OHS policies and safe operating procedures 1.2 followed safety signs and symbols 1.3 used personal protective equipment (PPE)

	1.4 maintained workplace clear and tidy 1.5 assessed and Controlled hazards 1.6 followed emergency procedures 1.7 followed contingency measures 1.8 implemented corrective actions
2. Underpinning knowledge	2.1 Define OHS 2.2 OHS Workplace Policies and Procedures 2.3 Work Safety Procedures 2.4 Emergency Procedures 2.5 Hazard control procedure 2.6 Different types of Hazards 2.7 PPE and uses 2.8 Personal Hygiene Practices 2.9 OHS Awareness
3. Underpinning skills	3.1 Accessing OHS policies 3.2 Handling of PPE 3.3 Handling cleaning tools and equipment 3.4 Writing report 3.5 Responding to emergency procedures
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace 5.2 Equipment and outfits appropriate in applying safety measures 5.3 Tools, materials and documentation required 5.4 OHS Policies and Procedures
6. Methods of Assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning 6.4 Portfolio
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor

Accreditation Requirements

Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Unit Code and Title	GU-02-L2-V1: Carryout Workplace Interaction
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to carry out workplace interaction.</p> <p>It specifically includes interpreting workplace communication and etiquette; reading and understand workplace documents; participating in workplace meetings and discussions; and practicing professional ethics at workplace.</p>
Nominal Hours	15 Hours
Elements of Competency	<p>Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables</p>
1. Interpret workplace communication and etiquette	<p>1.1 Workplace code of conducts are interpreted as per organizational guidelines</p> <p>1.2 Appropriate lines of communication are maintained with supervisors and colleagues</p> <p>1.3 Workplace interactions are conducted in a <u>courteous manner</u> to gather and convey information</p> <p>1.4 Questions about routine <u>workplace procedures and matters</u> are asked and responded as required</p>
2. Interpret Workplace Documents	<p>2.1 Workplace documents are interpreted as per standard.</p> <p>2.2 Assistance is taken to aid comprehension when required from peers / supervisors</p> <p>2.3 Visual information / symbols / signage's are understood and followed</p> <p>2.4 Specific and relevant information are accessed from <u>appropriate sources</u></p> <p>2.5 Appropriate medium is used to transfer information and ideas</p>
3. Participate in workplace meetings and discussions	<p>3.1 Team meetings are attended on time and followed meeting procedures and etiquette</p> <p>3.2 Own opinions are expressed and listened to those of others without interruption</p> <p>3.3 Inputs are provided consistent with the meeting purpose and interpreted and implemented meeting outcomes</p>
4. Practice professional ethics at workplace	<p>4.1 Responsibilities as a team member are demonstrated and kept promises and commitments made to others</p> <p>4.2 Tasks are performed in accordance with workplace procedures</p> <p>4.3 Confidentiality is respected and maintained</p> <p>4.4 Situations and actions considered inappropriate or which present a conflict of interest are avoided</p>
Range of Variables	

Variable	Range (may include but not limited to):
1. Courteous Manner	1.1 Effective questioning 1.2 Active listening 1.3 Speaking skills
2. Workplace Procedures and Matters	2.1 Notes 2.2 Agenda 2.3 Simple reports such as progress and incident reports 2.4 Job sheets 2.5 Operational manuals 2.6 Brochures and promotional material 2.7 Visual and graphic materials 2.8 Standards 2.9 OSH information 2.10 Signs
3. Appropriate Sources	3.1 HR Department 3.2 Managers 3.3 Supervisors
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical Aspects of Competency	Assessment required evidence that the candidate: 1.1 followed workplace code of conducts is as per organizational guidelines 1.2 maintained workplace documents as per standard 1.3 followed workplace instructions and symbols 1.4 followed and implemented meeting outcomes
2. Underpinning Knowledge	2.1 Workplace communication and etiquette 2.2 Workplace documents, signs and symbols 2.3 meeting procedure and etiquette
3. Underpinning Skills	3.1 Interpreting performance of workplace communication and etiquette 3.2 Interpreting workplace instructions and symbol 3.3 Interpreting workplace code of conducts is as per organizational guidelines 3.4 Interpreting workplace documents as per standard 3.5 Interpreting and implementing meeting outcomes

4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Promptness in carrying out activities 4.3 Sincere and honest to duties 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect for rights of peers and seniors in workplace 4.8 Communication with peers and seniors in workplace
5. Resource Implications	5.1 Relevant tools, Equipment, software and facilities needed to perform the activities. 5.2 Required learning materials.
6. Methods of Assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning 6.4 Portfolio
7. Context of Assessment	7.1 Competency assessment must be done in a NSDA accredited assessment centre 7.2 Assessment should be done by an NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	GU-07-L3-V1: Receive and Respond to Workplace Instructions
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes required to receive and respond to workplace instructions.</p> <p>It specifically includes the task of interpreting and following verbal instructions, reading and interpreting workplace documents, receiving and following written instructions and attending meetings and providing inputs.</p>
Nominal Hours	15 Hours
Elements of Competency	<p>Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables</p>
1. Interpret and follow verbal Instructions	1.1 Verbal Instructions are interpreted 1.2 Questions are asked to clarify understanding or obtaining more information 1.3 Instructions are followed as per understanding 1.4 Information/ instruction is recorded
2. Read and interpret workplace documents	2.1 <u>Written instructions</u> are read and interpreted in accordance with <u>workplace guidelines</u> 2.2 Work <u>signage</u> are interpreted
3. Receive and follow written instructions	3.1 Written instructions are interpreted 3.2 Routine written instructions are followed in sequence 3.3 Feedback is given to workplace supervisor based on workplace guidelines
4 Attend meetings and provide inputs	4.1 Meetings are attended regularly and on time following well-disseminated agenda 4.2 Proper <u>Communication</u> methods are used to transmit instructions 4.3 Appropriate non-verbal communication is used 4.4 Inputs are provided consistent with the meeting purpose 4.5 Opinions are expressed without interruption 4.6 Meeting outputs are implemented
Range of Variables	
Variable	Range (may include but not limited to):
1. Written instructions	1.1 Supervisor's / manager's instructions 1.2 Memoranda 1.3 Rules and regulations 1.4 Signage 1.5 Approved work plan 1.6 External communications
2. Workplace guidelines	2.1 Labor policies and guidelines 2.2 Written instructions 2.3 Operations manual

	2.4 Organizational manuals 2.5 Quality assurance handbook
3. Signage	3.1 On-site direction signs 3.2 Common site warnings 3.3 Location signs 3.4 Traffic signs
4. Communication	4.1 Verbal instructions 4.2 Written instructions 4.3 Online communication
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical Aspects of Competency	Assessment required evidence that the candidate: 1.1 demonstrated knowledge of workplace procedures in receiving, interpreting read verbal & written instruction and conduct communication 1.2 satisfying the requirements mentioned in the performance criteria and range of variables
2. Underpinning Knowledge	2.1 Workplace communication policies, standards and procedures 2.2 Verbal and non-verbal communication 2.3 Modes of communication
3. Underpinning Skills	3.1 Receiving verbal instructions 3.2 Interpreting verbal and written information/ instruction 3.3 Conveying instructions using verbal and 3.4 Written forms of communication 3.5 Participating in work place meetings and discussions
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Eagerness to learn 4.4 Tidiness and timeliness 4.5 Respect for rights of peers and seniors in workplace 4.6 Communication with peers and seniors in workplace
5. Resource Implications	5.1 Workplace (actual or simulated) 5.2 Telephone 5.3 Writing materials
6. Methods of Assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning
7. Context of Assessment	7.1 Competency assessment must be done in a NSDA accredited assessment centre 7.2 Assessment should be done by an NSDA certified/ nominated assessor
Accreditation Requirements	

Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Sector Specific Units of Competencies

Unit Code and Title	SU-TH-01-L2-V1: Work in the Tourism & Hospitality Industries
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to work in the Tourism & Hospitality Industries. It specifically includes the tasks of identifying job roles and responsibilities in the Tourism & Hospitality Industries, identifying and observing OSH in the Tourism & Hospitality Industries, planning work activities and working with others.
Nominal Hours	10 Hours
Element of Competency	Performance Criteria Bold and underlined terms are elaborated in the Range of Variables
1. Identify job roles and responsibilities in the Tourism & Hospitality Industries	1.1 Job roles and responsibilities in the Tourism & Hospitality Industries are identified. 1.2 Relationships within the Tourism & Hospitality Industries employees are identified.
2. Identify and observe OSH in the Tourism & Hospitality Industries	2.1 Occupational Health and Safety (OSH) in the Tourism & Hospitality Industries is identified and observed. 2.2 Safe work practices are followed when using equipment in the work environment.
3. Plan work activities	3.1 Common goals, objectives and tasks are identified and clarified with appropriate persons. 3.2 Individual tasks are determined and agreed on according to workplace environment.
4. Work with others	4.1 <u>Effective interpersonal skills</u> are applied to interact with others and to contribute to activities and objectives. 4.2 Assigned tasks are performed in accordance with job requirements, specifications and workplace environment. 4.3 <u>Work requirements</u> are confirmed with colleagues.
Range of Variables	
Variable	Range (may include but not limited to):
1. Effective interpersonal skills	1.1 Basic listening and speaking skills 1.2 Use of terminology and jargon 1.3 Communicating and receiving feedback 1.4 Interpretation of instructions, and basic principles of effective communication
2. Work requirements	2.1 Requirements as directed in verbal modes or written in specification or procedures
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet all requirements of current version of the Units of Competency (UoC).	

1. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <p>1.1 maintained personal hygiene and housekeeping standards.</p> <p>1.2 followed workplace rules and regulations.</p> <p>1.3 make work plan.</p> <p>1.4 group forming and work with others.</p>
2. Underpinning knowledge	<p>2.1 Positive attitudes for work others.</p> <p>2.2 Identify own task.</p> <p>2.3 Food sector in Bangladesh.</p> <p>2.4 Job opportunity.</p> <p>2.5 Salary structure for food worker.</p> <p>2.6 Written and oral language communication.</p> <p>2.7 Occupational Health and Safety (OSH).</p>
3. Underpinning skills	<p>3.1 Identifying task</p> <p>3.2 Communicating with co workers</p> <p>3.3 Communicating with supervisor</p> <p>3.4 Writing report</p>
4. Required attitudes	<p>4.1 Commitment to occupational health and safety.</p> <p>4.2 Sincere and honest to duties.</p> <p>4.3 Promptness in carrying out activities.</p> <p>4.4 Eagerness to learn.</p> <p>4.5 Tidiness and timeliness.</p> <p>4.6 Environmental concerns.</p> <p>4.7 Respect of peers and seniors at workplace.</p> <p>4.8 Communicate with peers and seniors at workplace.</p>
5. Resource implications	<p>The following resources must be provided:</p> <p>5.1 workplace (actual or simulated)</p> <p>5.2 tools, equipment and facilities appropriate to the process or activity</p> <p>5.3 materials relevant to the proposed activity.</p>
6. Methods of assessment	<p>Methods of assessment may include but not limited to:</p> <p>6.1 Written Test</p> <p>6.2 Demonstration</p> <p>6.3 Oral Questioning</p>
7. Context of assessment	<p>7.1 Competency assessment must be done in NSDA accredited center.</p> <p>7.2 Assessment should be done by NSDA certified/ nominated assessor</p>
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Unit Code and Title	SU-TH-02-L2-V1: Practice Workplace Hygiene Procedures
Unit Descriptor	This unit of competency covers the knowledge, skills and attitudes required to practice workplace hygiene procedures. It specifically includes the task of following hygiene procedures and identifying and preventing hygiene risks.
Nominal Hours	10 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Follow hygiene procedures	1.1 Workplace <u>hygiene procedures</u> are implemented in line with work place and legal requirements 1.2 Handling and storage of items are undertaken in line with work place and legal requirements
2. Identify and prevent hygiene risks	2.1 Potential <u>hygiene risks</u> are identified in line with work place procedures 2.2 Action to <u>minimize or remove risks</u> are taken within scope of individual responsibility of work place/legal requirements 2.3 Hygiene risks beyond the control of individual staff members are reported to the appropriate person for follow up and monitoring
Range of Variables	
Variables	Range (may include but not limited to):
1. Hygiene procedures	1.1 Safe and hygienic handling of workplace activities 1.2 Regular hand washing 1.3 Correct food storage 1.4 Appropriate and clean clothing 1.5 Avoidance of cross-contamination 1.6 Safe handling disposal of linen and laundry 1.7 Appropriate handling and disposal of garbage 1.8 Cleaning and sanitizing procedures 1.9 Personal hygiene
2. Hygiene risks	2.1 Bacterial and other contamination arising from poor handling of food 2.2 Inappropriate storage of foods 2.3 Storage at incorrect temperatures 2.4 Foods left uncovered 2.5 Poor personal hygiene practices 2.6 Poor work practices 2.7 Cleaning 2.8 Housekeeping 2.9 Food handling

	2.10 Vermin airborne dust 2.11 Cross-contamination through cleaning with inappropriate cleaning practices 2.12 Inappropriate handling of potentially infectious linen 2.13 Contaminated wastes such as blood and body secretions 2.14 Disposal of garbage and contaminated or potentially contaminated wastes
3. Minimize or remove risk	3.1 Auditing staff skills and providing training 3.2 Ensuring policies and procedures are followed strictly 3.3 Audits of incidents with follow up actions
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 followed hygiene procedures 1.2 identified and responded to hygiene risk 1.3 practiced personal grooming and hygiene
2. Underpinning knowledge	2.1 Typical hygiene and control procedures in the 2.2 hospitality and tourism industries 2.3 Overview of legislation and regulation in relation to food 2.4 handling, personal and general hygiene 2.5 Knowledge on factors which contribute to workplace 2.6 hygiene problems 2.7 General hazards in handling of food, linen and laundry and garbage, including major causes of contamination and cross- infection 2.8 Sources of and reasons for food poisoning
3. Underpinning skills	3.1 Following correct procedures and instructions 3.2 Handling operating tools/ equipment 3.3 Applying hygiene principles 3.4 Detecting dirt and unhygienic practices 3.5 Identifying tools, equipment and materials 3.6 Identifying workplace practices 3.7 Organizing own workload
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace

5. Resource implications	5.1 Workplace (actual or simulated) 5.2 Availability of quality tools and materials required 5.3 Information on standard operating procedures (SOP), 5.4 OSH, and other policies and guidelines 5.5 Relevant specifications and work instructions 5.6 Fire extinguisher 5.7 Uninterrupted power supply
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	SU-TH-03-L2-V1: Provide Effective Guest Service
Unit Descriptor	This unit of competency deals with the knowledge, skills and attitudes required to provide effective guest service. It specifically includes the task of greeting guest, identifying needs of guest, providing service to guest, handling queries of guests, handling complaints/conflict situations, evaluation and recommendations.
Nominal Hours	15 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Greet guest	1.1 <u>Guests</u> are greeted according to work place procedure 1.2 Verbal and non-verbal communications are appropriate to the given situation 1.3 <u>Nonverbal communication</u> is observed when responding to guests 1.4 Sensitivity to <u>cultural and social differences</u> is demonstrated
2. Identify needs of guests	2.1 Appropriate <u>interpersonal skills</u> are used to ensure that guest needs are accurately identified 2.2 Guest needs are assessed for urgency so that priority for service delivery can be ensured 2.3 Guests are provided with information as required 2.4 Personal limitation in addressing <u>guest and colleague needs</u> is identified and where appropriate, assistance is sought from supervisor
3. Provide service to guest	3.1 Guest needs are promptly attended to in line with <u>work place procedure</u> 3.2 Appropriate rapport is maintained with guest to enable high quality service delivery 3.3 Opportunity to enhance the quality of service and products are taken wherever possible
4. Handle queries of guests	4.1 <u>Common business tools and technology</u> are used efficiently to determine guest requirements 4.2 Queries/ information are recorded in line with work place procedure 4.3 Queries are acted upon promptly and correctly in line with work place procedure

5. Handle complaints/ conflict situations, evaluation and recommendations	5.1 Guests are greeted with a smile and eye-to-eye contact 5.2 Responsibility for resolving the <u>complaint</u> is taken within limit of responsibility and according to work place policy 5.3 Nature and details of complaint are established and agreed with the guest 5.4 Threats to personal <u>safety</u> are identified and managed to personal safety of guests or colleagues and appropriate assistance is organized 5.5 Appropriate action is taken to resolve the complaint to the guest's satisfaction wherever possible 5.6 Conflict situations are resolved within scope of individual responsibility by applying effective communication skills and according to work place policy
Range of Variables	
Variables	Range (may include but not limited to):
1. Guests	1.1 Internal 1.2 External
2. Nonverbal Communication	2.1 Body language 2.2 Dress and accessories 2.3 Gestures and mannerisms 2.4 Voice tonality and volume 2.5 Use of space/eye contact 2.6 Culturally specific communication customs and practices
3. Cultural and social differences	3.1 Modes of greeting, farewell and conversation 3.2 Body language/ use of body gestures 3.3 Formality of language
4. Interpersonal skills	4.1 Interactive communication 4.2 Public relation 4.3 Good working attitude 4.4 Sincerity 4.5 Pleasant disposition 4.6 Effective communication skills
5. Guest and colleague needs	5.1 Guests with a disability 5.2 Guests with special cultural or language needs 5.3 Unaccompanied children 5.4 Parents with young children 5.5 Pregnant women 5.6 Single women

	5.7 Single mother
6. Work place procedure	6.1 Modes of greeting and farewell 6.2 Addressing the person by name 6.3 Time-lapse before a response 6.4 Style manual requirements 6.5 Standard letters and format
7. Common business tools and technology	7.1 Telephone 7.2 Cellphone 7.3 Social network service (SNS) 7.4 Computer equipment 7.5 Internet, email
8. Complaint	8.1 Level of service 8.2 Product standards 8.3 Processes 8.4 Information given 8.5 Charges and fees 8.6 Threats to personal
9. Safety	9.1 Violent guests 9.2 Drug and alcohol affected guests 9.3 Guests fighting amongst themselves
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 complied with industry practices and procedures 1.2 used interactive communication with others 1.3 complied with occupational, health and safety practices 1.4 promoted public relation among others 1.5 complied with service manual standards 1.6 demonstrated familiarity with company facilities, products and services 1.7 demonstrated ability to work effectively with others 1.8 applied company rules and standards 1.9 applied telephone ethics 1.10 applied correct procedure in using telephone, fax machine, internet 1.11 handled guest complaints within limit of individual responsibility

2. Underpinning knowledge	2.1 Communication 2.2 Interactive communication with others 2.3 Interpersonal skills/ social graces with 2.4 sincerity 2.5 Safety Practices 2.6 Safe work practices 2.7 Personal hygiene 2.8 Attitude 2.9 Attentive, patient and cordial 2.10 Eye-to-eye contact 2.11 Maintain teamwork and cooperation 2.12 Theory 2.13 Selling/up selling techniques 2.14 Interview techniques 2.15 Conflict resolution 2.16 Communication process 2.17 Communication barriers
3. Underpinning skills	3.1 Communicating effectively 3.2 Communicating non -verbally - body language 3.3 Managing good time 3.4 Working calmly and unobtrusively effectively 3.5 Handling telephone inquiries and conversations 3.6 Handling complaints proper way 3.7 Applying basic principles of conflict resolution and respond to complaints
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace (actual or simulated) 5.2 Availability of quality tools and equipment 5.3 Availability of required quality materials 5.4 Fire extinguisher 5.5 Uninterrupted power supply 5.6 Internet facilities
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration

	6.3 Oral questioning
7. Context of assessment	<p>7.1 Competency assessment must be done in NSDA accredited assessment centre</p> <p>7.2 Assessment should be done by a NSDA certified/nominated assessor</p>
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Occupation Specific Units of Competencies

Unit Code and Title	OU-TH-FBP-01-L2-EN-V1: Clean and Maintain Workplace
Unit Descriptor	This unit covers the knowledge, skills and attitudes (KSA) required to Clean and Maintain Workplace. It specifically includes Following OSH, Cleaning, sanitizing and storing equipment, cleaning and sanitizing working areas and disposing wastes.
Nominal Hours	15 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Follow OSH	1.1 <u>Personal Protective Equipment (PPE)</u> is collected and used as per workplace requirements 1.2 Workplace hygiene procedures are maintained as per SOP 1.3 Safe work practices are followed as per standard procedure
2. Clean, sanitize and store equipment	2.1 <u>Chemicals</u> are selected, collected and used for safe cleaning and sanitizing kitchen equipment as per industry standard 2.2 <u>Tools and utensils</u> are cleaned and sanitized as per industry requirements 2.3 Equipment's are disassembled in a safe manner 2.4 <u>Equipment</u> are cleaned, sanitized and re-assembled according to manufacturer's instructions 2.5 Chemicals, tools and equipment are stored according to industry standard
3. Clean and sanitize working areas	3.1 Cleaning schedules are followed based on industry standard 3.2 Chemicals for cleaning and sanitizing are used according to industry standard 3.3 <u>Working surfaces</u> are cleaned and sanitized as per SOP 3.4 <u>Workplace</u> is cleaned and sanitized as per SOP 3.5 <u>Deep cleaning</u> is performed as per cleaning schedule
4. Dispose wastes	4.1 <u>Recyclable materials</u> are identified, separated and sorted as per industry standard 4.2 <u>Wastes</u> are disposed according standard procedures 4.3 Used cleaning chemicals are disposed according to standard procedures.
Range of Variables	
Variables	Range (may include but not limited to):

1. Personal Protective Equipment (PPE)	1.1 Chef coat / Apron 1.2 Hand gloves 1.3 Safety shoes 1.4 Mask 1.5 Chef Hat / Hair net 1.6 Safety goggles
2. Chemicals	2.1 Dishwashing chemicals 2.2 Cleaning chemicals and agents 2.3 Sanitizing chemicals and agents
3. Tools and utensils	3.1 Wire whisk 3.2 Peeler 3.3 Colander 3.4 Strainer 3.5 Greater 3.6 Cutting board 3.7 Knives 3.8 Knife sharpener 3.9 Meat tenderizer 3.10 Roasting forks 3.11 Pots and pans 3.12 Tongs 3.13 Stainless steel ladles 3.14 Spatula 3.15 Turner 3.16 Spider 3.17 Skimmer 3.18 Food thermometer 3.19 Can opener 3.20 Weighing scale 3.21 Measuring tools
4. Equipment	4.1 Cooking ranges 4.2 Chiller 4.3 Freezer 4.4 Food processor 4.5 Deep fryer 4.6 Griller 4.7 Ovens 4.8 Microwave ovens
5. Working surfaces	5.1 Working table 5.2 Under counter shelves 5.3 Trolleys and trays

6. Workplace	6.1 Walls 6.2 Floors 6.3 Side wall 6.4 Shelves 6.5 Sink 6.6 Kitchen appliances 6.7 Hot food cabinet 6.8 Storage area
7. Deep cleaning	7.1 Pest control 7.2 Ceiling 7.3 Exhaust fan 7.4 Kitchen hood 7.5 Floor 7.6 Drainages 7.7 Whole premises
8. Recyclable materials	8.1 Cardboard and papers 8.2 Bottles 8.3 Cans 8.4 Packaging materials
9. Wastes	9.1 Chemicals 9.2 Biodegradable materials 9.3 Non-biodegradable materials
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidences that the candidate: 1.1 collected and used PPE 1.2 followed OSH 1.3 cleaned and sanitized tools, utensils and equipment 1.4 cleaned and sanitized working surface and premises 1.5 disposed of wastes in accordance with industry practices
2. Underpinning knowledge	2.1 Personal Protective Equipment (PPE) 2.2 Workplace hygiene procedures 2.3 Safe work practices 2.4 Types of chemical and their uses 2.5 Equipment for cleaning and sanitizing 2.6 Waste 2.7 Wastage disposal procedures
3. Underpinning skills	3.1 Practicing safe work procedures 3.2 Cleaning and sanitizing of tools utensils and materials 3.3 Sanitizing and storing equipment 3.4 Applying techniques of cleaning and sanitizing 3.5 Disposing wastage

4. Required attitude	4.1 Commitment to occupational safety and health 4.2 Promptness in carrying out activities 4.3 Sincere and honest to duties 4.4 Eagerness to learn 4.5 Tidiness and timeliness 4.6 Environmental concerns 4.7 Respect for rights of peers and seniors at workplace 4.8 Communication with peers and seniors at workplace
5. Resource implications	5.1 Workplace (actual or simulated) 5.2 Tools, equipment and physical facilities appropriate to perform activities 5.3 Materials consumable to perform activities
6. Methods of Assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor

Accreditation Requirements

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Unit Code and Title	OU-TH-FBP-02-L2-EN-V1: Receive and Store Goods
Unit Descriptor	This unit covers the knowledge, skills and attitudes (KSA) required to Receive and Store Goods. It specifically includes receiving goods and storing goods.
Nominal Hours	15 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Receive goods	1.1 Personal Protective Equipment (PPE) is collected and used as per workplace requirements 1.2 Delivery van is checked and inspected as per standard procedure 1.3 Incoming <u>goods</u> are checked against orders and delivery document 1.4 <u>Inspection</u> is carried out in accordance with industry standard 1.5 Variations are recorded and communicated to the responsible person 1.6 Certain <u>perishable items</u> are washed in accordance with workplace requirement
2. Store goods	2.1 All goods are transported timely and safely to the storage area 2.2 Stock levels are recorded accurately in accordance with workplace procedures 2.3 Goods are labelled and shelved in accordance with industry standard 2.4 Invoice ,vouchers and inventory are preserved according to workplace procedure
Range of Variables	
Variables	Range (may include but not limited to):
1. Goods	1.1 Food 1.2 Beverage 1.3 Equipment 1.4 Stationary 1.5 Packing materials 1.6 Cleaning agents
2. Inspection	2.1 Quality 2.2 Quantity 2.3 Size 2.4 Temperature 2.5 Freshness

3. Perishable items	3.1 Fruits 3.2 Vegetables 3.3 Eggs 3.4 Meat and poultry 3.5 Fish and sea food 3.6 Dairy products
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidences that the candidate: 1.1 received goods in accordance with industry standard 1.2 stored goods in accordance with industry standard
2. Underpinning knowledge	2.1 Personal Protective Equipment (PPE) 2.2 Goods receiving 2.3 Goods inspection 2.4 Basic knowledge of storage 2.5 Product knowledge 2.6 Invoice ,vouchers of received goods
3. Underpinning skills	3.1 Receiving goods 3.2 Inspecting goods 3.3 Filling up standard templets / forms for stocks 3.4 Maintaining inventory 3.5 Safe work practices 3.6 Weighing and portioning 3.7 Applying techniques of storing
4. Required attitude	4.1 Commitment to occupational safety and health. 4.2 Sincere and honest to duties. 4.3 Promptness in carrying out activities. 4.4 Eagerness to learn. 4.5 Tidiness and timeliness. 4.6 Environmental concerns. 4.7 Respect for rights of peers and seniors at workplace. 4.8 Communicate with peers and seniors at workplace.
5. Resource implications	5.1 Workplace (actual or simulated) 5.2 Tools, equipment and physical facilities appropriate to perform activities 5.3 Materials consumable to perform activities
6. Methods of Assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning

7. Context of assessment	<p>7.1 Competency assessment must be done in NSDA accredited assessment centre</p> <p>7.2 Assessment should be done by a NSDA certified/nominated assessor</p>
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Accreditation Requirements

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Unit Code and Title	OU-TH-FBP-03-L2-EN-V1: Prepare and Perform Basic Food and Beverage Production
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes (KSA) required to Prepare and Perform Basic Food and Beverage Production.</p> <p>It specifically includes Collecting and preparing tools, utensils and equipment, preparing ingredients, interpreting cooking methods, producing foods, producing beverage, clean and maintain facilities, tools and equipment.</p>
Nominal Hours	80 Hours
Elements of Competency	<p>Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables</p>
1. Collect and prepare tools, utensils and equipment	<p>1.1 <u>Personal Protective Equipment (PPE)</u> is collected and used as per workplace requirements</p> <p>1.2 <u>Tools, utensils and equipment</u> are selected and collected as per job requirement</p> <p>1.3 Tools, utensils and equipment are cleaned, sanitized and prepared as per job requirement</p>
2. Prepare ingredients	<p>2.7 <u>Ingredients</u> are selected and collected according to standard recipes</p> <p>2.8 <u>Ingredients preparation</u> are performed as per standard requirements</p> <p>2.9 Workplace safety and hygienic procedures are followed according to workplace requirements</p>
3. Interpret cooking methods	<p>3.1 <u>Methods of cooking</u> are interpreted</p> <p>3.2 <u>Types of heating</u> are identified</p> <p>3.3 Recipes are interpreted as per job requirements</p>
4. Produce foods	<p>4.1 Occupational Safety and Health (OSH) are followed</p> <p>4.2 <u>Products</u> recipes are collected as per job requirement</p> <p>4.3 Cooking is carried out as per recipe</p> <p>4.4 Taste, temperature and presentation for each item is ensured</p> <p>4.5 Prepared foods are stored and presented as per industry standard</p>
5. Produce beverage	<p>5.1 <u>Types of beverage</u> are identified</p> <p>5.2 <u>Non-alcoholic beverage</u> recipes are collected as per job requirement</p> <p>5.3 Beverage production is carried out as per recipe</p> <p>5.4 Taste, temperature and presentation for each item is ensured</p> <p>5.5 Prepared beverage are stored and presented as per industry standard</p>

6. Clean and maintain facilities, tools and equipment	6.1 Tools and equipment are cleaned and sanitized 6.2 Facilities are cleaned and maintained as per SOP 6.3 Tools and equipment are stored in designated areas
Range of Variables	
Variables	Range (may include but not limited to):
1. Personal Protective Equipment (PPE)	1.1 Chef hat/ hair net 1.2 Chef jacket 1.3 Apron 1.4 Chef Necker 1.5 Food-graded hand gloves 1.6 Safety shoes 1.7 Beard net 1.8 Chef trouser 1.9 Kitchen towel
2. Tools, utensils and equipment	2.1 Convection oven 2.2 Bakery oven 2.3 Combi oven 2.4 Dough proofer 2.5 Deep-fat fryer 2.6 Salamander 2.7 Cooking range 2.8 Refrigerator 2.9 Chiller 2.10 Dry store room 2.11 Hand wash basin 2.12 Single use towel dispenser 2.13 Tandoori oven 2.14 Chinese wok 2.15 Food trolley 2.16 Food warmer cabinet 2.17 Shelves 2.18 Sanitized cutting board stand 2.19 Working table including sink 2.20 Portable dough sheeter 2.21 Dough kneader /Planetary mixer 2.22 Universal mixer 2.23 Cake divider 2.24 Mixing bowl 2.25 Bread slicer 2.26 Vacuum sealer 2.27 Ice maker 2.28 Rice cooker

2.29	Gastro norm insert
2.30	Garbage bin
2.31	Slicer machine
2.32	Scale
2.33	Juicer machine
2.34	Stainless bowl
2.35	Stainless cup
2.36	Color coded cutting board
2.37	Chafing dishes
2.38	Food display platter
2.39	Pizza pan
2.40	Pie pan
2.41	Measuring cup
2.42	Meat fork
2.43	Steel knife sharpener
2.44	Knives sets
2.45	Cooking stainless thermometer
2.46	Fry pan
2.47	Sauce pan
2.48	Sauce pot
2.49	Sauté pan
2.50	grill pan
2.51	Stock pot
2.52	Roasting pan
2.53	Fish kettle
2.54	Braising pan with lid
2.55	Ladles
2.56	Wire skimmer
2.57	Perforated spoon
2.58	Can opener
2.59	Cooking timer
2.60	Colander
2.61	Pasta machine
2.62	Roasting spatula
2.63	Stir-fry spatula
2.64	Fish lifter
2.65	Whisk
2.66	Scooper
2.67	Service spoon
2.68	Wooden spoon
2.69	Presses
2.70	Graters

	2.71 Oval fish pan 2.72 Gratinating dish 2.73 Pepper mill 2.74 Mandoline 2.75 Pastry cutter 2.76 Pastry tubes/ piping bag 2.77 Pastry brush 2.78 Roasting tray 2.79 Baking tray 2.80 Baking molds/ Silicon molds 2.81 Fish scissors 2.82 Meat cleaver 2.83 Meat tenderizer 2.84 Flour scoop 2.85 Flour brush 2.86 Pastry wheel 2.87 Sugar sprinkle 2.88 Rolling pin 2.89 Dough scrapers 2.90 Roller docker 2.91 Potato masher 2.92 Conical strainer 2.93 Turn table 2.94 Water gun 2.95 Water filter 2.96 Blow torch
3. Ingredients	3.1 Poultry 3.2 Meat 3.3 Eggs 3.4 Dairy products 3.5 Fish and shell fish 3.6 Vegetables 3.7 Pulses 3.8 Farinaceous product 3.9 Herbs and spices 3.10 Seasonings 3.11 Condiments 3.12 Fats and oil
4. Ingredients preparation	4.1 Thawing/ Defrosting 4.2 Weighing 4.3 Washing 4.4 Peeling

	4.5 Cutting 4.6 Marinating 4.7 Labelling and storing
5. Methods of cooking	5.1 Boiling 5.2 Poaching 5.3 Steaming 5.4 Stewing 5.5 Braising 5.6 Roasting 5.7 Grilling 5.8 Baking 5.9 Deep frying 5.10 Shallow frying
6. Types of heating	6.1 Induction 6.2 Conduction / fire 6.3 Convection 6.4 Radiation
7. Products	7.1 Boiled pasta 7.2 Poached egg 7.3 Steamed carrots 7.4 Stewed mixed vegetables 7.5 Braised cabbage 7.6 Pot roast chicken 7.7 Grilled tomato 7.8 Baked potato 7.9 Deep fried breaded prawn 7.10 Shallow fried fish
8. Types of beverage	8.1 Alcoholic beverage 8.2 Non-alcoholic beverage
9. Non-Alcoholic beverage	9.1 Hot beverage 9.1.1 Tea 9.1.2 Coffee 9.2 Cold beverage 9.2.1 Fresh juice 9.2.2 Carbonated beverage 9.2.3 Lassi 9.2.4 Shakes
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidences that the candidate:

	1.1 selected and collected tools, utensils and equipment 1.2 prepared ingredients 1.3 performed basic methods of cooking as per recipe 1.3 used kitchen tools, utensils and equipment in accordance with workplace procedures 1.4 produced foods and beverage 1.5 prepared dishes according to recipe
2. Underpinning knowledge	2.1 Occupational Health and Safety (OSH) 2.2 Tools, utensils and equipment 2.3 Ingredients and Ingredients preparation 2.4 Methods of cooking 2.5 Types of heating 2.6 Food recipes 2.7 Beverage 2.8 Taste, temperature and presentation 2.9 Principles and practice of hygiene
3. Underpinning skills	3.1 Handling of tools, utensils and materials 3.2 Practicing safe work 3.3 Selecting and collecting Ingredients 3.4 Performing Ingredients preparation 3.5 Applying techniques of cooking method 3.6 Preparing foods according to recipe 3.7 Carrying out beverage production 3.8 Ensuring taste, temperature and presentation for each item 3.9 Cleaning and maintaining facilities, tools and equipment
4. Required attitude	4.1 Commitment to occupational health and safety. 4.2 Sincere and honest to duties. 4.3 Promptness in carrying out activities. 4.4 Eagerness to learn. 4.5 Tidiness and timeliness. 4.6 Environmental concerns. 4.7 Respect for rights of peers and seniors at workplace. 4.8 Communicate with peers and seniors at workplace.
5. Resource implications	5.1 Workplace (actual or simulated) 5.2 Tools, equipment and physical facilities appropriate to perform activities 5.3 Materials consumable to perform activities
6. Methods of Assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning

7. Context of assessment	<p>7.1 Competency assessment must be done in NSDA accredited assessment centre</p> <p>7.2 Assessment should be done by a NSDA certified/nominated assessor</p>
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Accreditation Requirements

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Unit Code and Title	OU-TH-FBP-04-L2-EN-V1: Prepare Stocks, Soups and Basic Sauces
Unit Descriptor	This unit covers the knowledge, skills and attitudes (KSA) required to Prepare Stocks, Soups and Basic Sauces. It specifically includes Preparing for stocks, soups, sauces, Cooking stocks, cooking and present soups, Cooking and presenting sauces, reheating stocks, soups and sauces and clean and maintaining facilities, tools and equipment.
Nominal Hours	60 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Prepare for stocks, soups, sauces	1.1 Personal Protective Equipment (PPE) is collected and used as per requirement 1.2 Follow Occupational Safety and Health (OSH) procedures 1.3 <u>Tools, utensils and equipment</u> are prepared for <u>stocks, soups</u> and <u>basic sauces</u> 1.4 Ingredients for stocks, soups and sauces are collected and measured according to recipe
2. Cook stocks	2.1 Stocks are interpreted 2.2 Stock is cooked as per recipe 2.3 Prepared stocks are stored as per workplace standard 2.4 Waste materials are disposed according to SOP
3. Cook and present soups	3.1 Soups are interpreted 3.2 Stocks are selected as per recipe 3.3 <u>Thickening agents</u> are used as required 3.4 Soup is cooked as per recipe 3.5 Taste, temperature and presentation is ensured as per recipe 3.6 Prepared soups are stored and served as per workplace standard 3.7 Leftovers are stored according to SOP
4. Cook and present sauces	4.1 Sauces are interpreted 4.2 Sauces are selected as per recipe 4.3 Thickening agents are used as required 4.4 Sauce is cooked as per recipe 4.5 Taste, temperature and presentation is ensured as per recipe 4.6 Prepared sauce is stored and served as per workplace standard 4.7 Leftovers are stored according to SOP

5. Reheat stocks and sauces	5.1 Stocks are reheated for making soups as per SOP 5.2 Sauces are reheated for serving with appropriate dishes as per SOP
6. Clean and maintain facilities, tools and equipment	6.1 Tools and equipment are cleaned and sanitized 6.2 Facilities are cleaned and maintained as per SOP 6.3 Tools and equipment are stored in designated areas
Range of Variables	
Variables	Range (may include but not limited to):
1. Tools, utensils and equipment	1.1 Cooking range 1.2 Refrigerator 1.3 Chiller 1.4 Dry store room 1.5 Hand wash basin 1.6 Single use towel dispenser 1.7 Food trolley 1.8 Food warmer cabinet 1.9 Sanitized cutting board stand 1.10 Working table including sink 1.11 Mixing bowl 1.12 Gastro norm insert 1.13 Garbage bin 1.14 Scale 1.15 Stainless bowl 1.16 Stainless cup 1.17 Color coded cutting board 1.18 Measuring cup 1.19 Steel knife sharpener 1.20 Knives sets 1.21 Cooking stainless thermometer 1.22 Fry pan 1.23 Sauce pan 1.24 Stock pot 1.25 Roasting pan 1.26 Ladles 1.27 Sauce ladle 1.28 Skimmer 1.29 Perforated spoon 1.30 Can opener 1.31 Cooking timer 1.32 Colander 1.33 Stir-fry spatula 1.34 Whisk

	1.35 Service spoon 1.36 Wooden spoon 1.37 Graters 1.38 Pepper mill 1.39 Pastry brush 1.40 Baking tray 1.41 Fish scissors 1.42 Flour scoop 1.43 Potato masher 1.44 Water filter 1.45 Sauce boat/ bowl
2. Stocks	2.1 Chicken stock 2.2 Fish stock 2.3 Vegetable stock 2.4 Beef stock 2.5 Veal stock
3. Soups	3.1 Clear soup 3.2 Broth 3.3 Consommé 3.4 Cream 3.5 Bisque 3.6 Puree
4. Basic sauces	4.1 Béchamel (White sauce) 4.2 Veloute 4.3 Espagnole (Brown sauce) 4.4 Tomato concasse 4.5 Hollandaise 4.6 Mayonnaise
5. Thickening agents	5.1 Roux 5.2 Flour, corn flour 5.3 Potato starch 5.4 Rice flour 5.5 Egg yolk 5.6 Liaison 5.7 Cream
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidences that the candidate: 1.1 followed Occupational Safety and Health (OSH) 1.2 prepared for stocks, soups and sauces 1.3 cooked stocks

	1.4	cooked and presented soups and sauces
2. Underpinning knowledge	2.1	Occupational Safety and Health (OSH)
	2.2	Tools, utensils and equipment
	2.3	stocks, soups and basic sauces
	2.4	Ingredients for stocks, soups and sauces
	2.5	Cooking methods for stocks, soups, sauces
	2.6	Thickening agents
	2.7	Cook and present soup and sauces
	2.8	Reheat stocks and sauces
	2.9	Clean and maintain facilities, tools and equipment
3. Underpinning skills	3.1	Following safe work practices.
	3.2	Preparing for stocks, soups, sauces
	3.3	Cooking stocks, soups and sauces
	3.4	Presenting soup and sauces
	3.5	Cleaning and maintaining facilities, tools and equipment
4. Required attitude	4.1	Commitment to occupational health and safety.
	4.2	Sincere and honest to duties.
	4.3	Promptness in carrying out activities.
	4.4	Eagerness to learn.
	4.5	Tidiness and timeliness.
	4.6	Environmental concerns.
	4.7	Respect for rights of peers and seniors at workplace.
	4.8	Communicate with peers and seniors at workplace.
5. Resource implications	5.1	Workplace (actual or simulated)
	5.2	Tools, equipment and materials appropriate to perform activities
	5.3	Ingredients for making variety of stocks, soups and sauces.
6. Methods of Assessment	Competency should be assessed by:	
	6.1	Written test
	6.2	Demonstration
	6.3	Oral Questioning
7. Context of assessment	7.1	Competency assessment must be done in NSDA accredited assessment centre
	7.2	Assessment should be done by a NSDA certified/nominated assessor

Accreditation Requirements

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Unit Code and Title	OU-TH-FBP-05-L2-EN-V1: Prepare Snacks, Salad and Dressing
Unit Descriptor	This unit covers the knowledge, skills and attitudes (KSA) required to Prepare Snacks, Salad and Dressing. It specifically includes making snacks, making salad and dressings and clean and maintaining facilities, tools and equipment.
Nominal Hours	30 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Make Snacks	1.1 Personal Protective Equipment (PPE) is collected and used as per requirement 1.2 <u>Snacks items</u> are identified 1.3 <u>Tools, utensils and equipment</u> are prepared for snacks 1.4 <u>Ingredients for snacks</u> are identified and collected as per recipe 1.5 <u>Selected snacks items</u> are prepared as per recipe 1.6 Texture of consistency, color and flavor of snacks are maintained 1.7 Quality of snacks are ensured as per standard 1.8 Prepared snacks are stored and served as per workplace standard
2. Make salad and dressings	2.1 <u>Salad and dressings</u> are identified 2.2 <u>Ingredients for Salad and dressings</u> are identified and collected 2.3 <u>Basic salad</u> and dressings are prepared based on required menu 2.4 Derivation of salad items are made as required 2.5 Texture of consistency, color and flavor of salad are maintained 2.6 Quality of salad and dressings are ensured as per standard 2.7 Prepared salad and dressings are stored and served as per workplace standard
3. Clean and maintain facilities, tools and equipment	3.1 Tools and equipment are cleaned and sanitized 3.2 Facilities are cleaned and maintained as per SOP 3.3 Tools and equipment are stored in designated areas
Range of Variables	
Variables	Range (may include but not limited to):
1. Snacks items	1.1 Chicken wings 1.2 Vegetables Pakora 1.3 Sandwiches 1.4 Burger 1.5 Singara

	1.6 Samosa 1.7 Vegetables roll 1.8 Chicken wings 1.9 Momo
2. Tools, utensils and equipment	2.1 Knives 2.2 Bread knife 2.3 Spider 2.4 Colander 2.5 Color coded chopping board 2.6 Sauce pan 2.7 Fry pan 2.8 Sauce bowl with lid 2.9 Wooden spoon 2.10 Strainer 2.11 Whisk 2.12 Sauce ladle 2.13 Blender machine 2.14 Sauce dispenser bottle 2.15 Sauce boat 2.16 Tong 2.17 Grater 2.18 Peeler 2.19 Egg slicer 2.20 Salad Spinner 2.21 Salad serving bowl
3. Ingredients for snacks	3.1 Snacks 3.2 Chicken wings 3.3 Spices 3.4 Chicken 3.5 Bread crumb 3.6 Flour 3.7 Eggs 3.8 Cooking oil 3.9 Mixed Vegetables (Cucumber, Carrot, Cabbage, Green chili, Capsicum, Green pea, Tomato, Spring onion, Lettuce) 3.10 Sandwich bread 3.11 Burger bun 3.12 Mince meat 3.13 Chickpea flour (bason) 3.14 Chili sauce 3.15 Soya sauce 3.16 Oyster sauce 3.17 Red chili powder 3.18 Salt

	3.19 Pepper 3.20 Ginger paste 3.21 Garlic paste 3.22 Onion 3.23 Hot spices powder 3.24 Mayonnaise 3.25 Vinegar 3.26 Lemon
4. Selected snacks items	4.1 Chicken wings 4.2 Vegetables pakora 4.3 Sandwich 4.4 Burgers 4.5 Vegetables rolls
5. Salad and dressings	5.1 Salad 5.1.1 Coleslaw 5.1.2 Seasonal Vegetables Salad 5.1.3 Russian Salad 5.1.4 Greek salad 5.1.5 Potato Salad 5.1.6 Chicken Pasta 5.1.7 Chicken Cashew Nut Salad 5.1.8 Caesar salad 5.1.9 Prawn and pineapple salad 5.1.10 Nicoise salad 5.2 Dressings 5.2.1 Vinaigrette dressing 5.2.2 Yoghurt lemon dressing 5.2.3 French dressing 5.2.4 1000 island dressing 5.2.5 Honey mustard dressing
5. Ingredients for salad and dressings	5.1 Ingredients for Salad 5.1.1 Lettuce 5.1.2 Cucumber 5.1.3 Tomato 5.1.4 Carrot 5.1.5 Capsicum 5.1.6 Cabbage 5.1.7 Long Beans 5.1.8 Potato 5.1.9 Peas 5.1.10 Apple 5.1.11 Onion 5.1.12 Chili

	5.1.13 Chicken 3.1.14 Pineapple 3.1.15 Egg 3.1.16 Olive 3.1.17 Boiled potato 3.1.18 Garlic 3.1.19 Olive oil 3.1.20 Parsley 5.2 Ingredients for Dressing 5.2.1 Mayonnaise 5.2.2 Yoghurt 5.2.3 Vinegar 5.2.4 Salt 5.2.5 Sugar 5.2.6 White pepper 5.2.7 Mustard paste 5.2.8 Lemon juice 5.2.9 Onion 5.2.10 Garlic paste 5.2.11 Ginger paste 5.2.12 Olive oil 5.2.13 Egg 5.2.14 Honey 5.2.15 Chili Sauce 5.2.16 Black pepper 5.2.17 Herbs 5.2.18 Green onion 5.2.19 Coriander leaves
6. Basic salad	6.1 Coleslaw 6.2 Seasonal Vegetables Salad 6.3 Russian Salad 6.4 Potato Salad 6.5 Chicken and pineapple salad
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 prepared tools, utensils and equipment 1.2 prepared snacks 1.3 identified salad and dressings items and ingredients 1.4 prepared salad items 1.5 ensured quality of snacks, salad and dressings items 1.6 cleaned and maintained equipment and workplace

2. Underpinning knowledge	2.1 Snacks items 2.2 Ingredients for snacks items 2.3 Tools, utensils and equipment 2.4 <u>Salad and dressings</u> 2.5 Ingredients for salad and dressings items 2.6 Derivation of salad items 2.7 Optimum freshness and quality standards 2.8 Texture of consistency, color, and flavor 2.9 Waste disposal procedures
3. Underpinning skills	3.1 Maintaining methods of making snacks and salad items 3.2 Preparing snacks and salad items 3.3 Making derivations from salad items 3.4 Using variety of thickening agents and convenience products 3.5 Maintaining texture of consistency, color and flavor of snacks are 3.6 Identifying and rectifying faults of colors, flavors and consistency of salad item
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Eagerness to learn 4.5 Tidiness and timeliness 4.6 Environmental concerns 4.7 Respect for rights of peers and seniors at workplace 4.8 Communicate with peers and seniors at workplace
5. Resource implications	5.1 Workplace (actual or simulated) 5.2 Tools, equipment and facilities appropriate to the process or activity 5.3 Materials relevant to the proposed activity
6. Methods of Assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning
7. Context of assessment	10.1 Competency assessment must be done in NSDA accredited assessment centre 10.2 Assessment should be done by a NSDA certified/nominated assessor

Accreditation Requirements

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Unit Code and Title	OU-TH-06-L2-EN-V1: Prepare Bangladeshi and Indian Dishes
Unit Descriptor	This unit covers the knowledge, skills and attitudes (KSA) required to Prepare Bangladeshi and Indian Dishes. It specifically includes identifying Bangladeshi & Indian cuisine, cook Bangladeshi and Indian cuisine, clean and store equipment and utensils.
Nominal Hours	60 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Identify Bangladeshi and Indian Cuisine	1.1 Occupational Safety and Health (OSH) procedures are followed 1.2 Personal Protective Equipment (PPE) is collected and used 1.3 <u>Tools, equipment and utensils</u> are selected as required 1.4 <u>Bangladeshi and Indian Cuisine</u> are described 1.5 <u>Ingredients for Bangladeshi and Indian Cuisine</u> are selected and collected
2. Cook Bangladeshi and Indian Cuisine	2.1 Cooking time and procedures for preparing Bangladeshi and Indian cuisine are maintained as per requirements 2.2 Bangladeshi and Indian cuisine are prepared based on required menu items 2.3 Thickening agents and convenience products are used as required 2.4 Taste, flavor, color and consistency of Bangladeshi and Indian cuisine are maintained as per standard recipe 2.5 Prepared Bangladeshi and Indian cuisine are stored and served as per workplace standard
3. Clean and store equipment, utensils and maintain workplace	3.1 Equipment and utensils are cleaned as per workplace standard 3.2 Production area is cleaned as per requirements 3.3 Defective equipment, utensils and tools are separated and reported to appropriate authority. 3.4 Equipment and utensils are packed and stored at allocated places
Range of Variables	
Variables	Range (may include but not limited to):
	1.1 Cooking range

1. Tools, equipment and utensils	1.2 High pressure burner 1.3 Induction Cooker 1.4 Fryers 1.5 Oven 1.6 SS working table 1.7 Chiller & freezers 1.8 Food processors 1.9 Knives and cleavers 1.10 Ladle and spoon 1.11 Kitchen scales and thermometer 1.12 Measuring cup 1.13 Pots and pans 1.14 Color coded chopping board 1.15 Strainer & colander 1.16 Spatula 1.17 Fry Pan 1.18 Bowl 1.19 Wooden spoon
2. Bangladeshi and Indian Cuisine	2.1 Bangladeshi Cuisine 2.1.1 Plain polaw 2.1.2 Khichuri 2.1.3 Shorshe Ilish 2.1.4 Chicken Curry 2.1.5 Beef bhuna 2.1.6 Chingri dopiaza 2.2 Indian Cuisine 2.2.1 Zira polao 2.2.2 Chicken tikka masala 2.2.3 Palak paneer 2.2.4 Vegetable jalfrezi 2.2.5 Dum Biryani
3. Ingredients for Bangladeshi and Indian Cuisine	3.1 Bashmati rice 3.2 Chicken 3.3 Mutton 3.4 Hilsha 3.5 Prawn 3.6 Beef 3.7 Spinach 3.8 Paneer 3.9 Ghee 3.10 Zira 3.11 Raisin 3.12 Salt 3.13 Sugar

	3.14 Pepper 3.15 Onion 3.16 Bay leaves 3.17 Cardamom 3.18 Cloves 3.19 Cinnamon stick 3.20 Cumin seed 3.21 Cooking oil 3.22 Mustard oil 3.23 Milk powder 3.24 Fresh milk 3.25 Cream 3.26 Turmeric powder 3.27 Red chili powder 3.28 Cumin powder 3.29 Coriander powder 3.30 Ginger paste 3.31 Garlic paste 3.32 Green chili 3.33 Dry red chili 3.34 Mixed hot spice powder 3.35 Star anise 3.36 Nutmeg 3.37 Mace 3.38 Poppy seed 3.39 Shahi jira 3.40 Yogurt 3.41 Mustard paste 3.42 Aloo Bukhara 3.43 Maowa 3.44 Rose water 3.45 Kewra water 3.46 Cashew nut paste 3.47 Almond 3.48 Saffron
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 followed Occupational Safety and Health (OSH) 1.2 selected Tools, equipment and utensils 1.3 selected and collected ingredients for Bangladeshi and Indian cuisine 1.4 cooked Bangladeshi and Indian cuisine 1.5 maintained taste, flavor, color and consistency of Bangladeshi and Indian cuisine 1.6 cleaned and stored equipment, utensils and maintained workplace

2. Underpinning knowledge	2.1 Personal Protective Equipment (PPE) 2.2 <u>Tools, equipment and utensils</u> 2.3 <u>Bangladeshi and Indian Cuisine</u> 2.4 <u>Ingredients for Bangladeshi and Indian Cuisine</u> 2.5 Cooking time and procedures 2.6 Thickening agents and convenience products 2.7 Taste, flavor, color and consistency of Bangladeshi and Indian cuisine
3. Underpinning skills	3.1 Following OSH 3.2 Describing Bangladeshi and Indian Cuisine 3.3 Maintaining methods of making Bangladeshi and Indian cuisine 3.4 Preparing Bangladeshi and Indian cuisine based on required menu items 3.5 Storing and serving Bangladeshi and Indian cuisine 3.6 Cleaning and storing equipment, utensils and maintaining workplace
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Eagerness to learn 4.5 Tidiness and timeliness 4.6 Environmental concerns 4.7 Respect for rights of peers and seniors at workplace 4.8 Communicate with peers and seniors at workplace
5. Resource implications	5.1 Workplace (actual or simulated) 5.2 Tools, equipment and facilities appropriate to the process or activity 5.3 Materials relevant to the proposed activity
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Development of Competency Standard

The Competency Standards for National Skills Certificate in Food and Beverage Production, Level-2 is developed by NSDA on 9 February 2025.

List of Members

SL	Name and Address	Position in the committee
1.	A.M. Zahirul Islam Chief Instructor & Head of the Department (Retd.) Food Technology, Dhaka Polytechnic Institute, Tejgaon, Dhaka Contact No: 01740920809 E-mail: zahirdpi89@gmail.com	Member
2.	A. T. M Ahmed Hossain Director, Food & Beverage, Dhaka Regency Hotel & Resort, Nikunja-2, Dhaka Contact: 01713458905 Email: hotelierahmed@gmail.com	Member
3.	Shaheen Afroz Ex. GM and Head of the Department Bakery and Pastry Production, NHTTI, Bangladesh Parjatan Corporation, Mobile: 01711261739 Email: shaheenafroz57@gmail.com	Member
4.	Humayun Kabir Manager, Food & Beverage Operations, Vawal Resort & Spa, Gazipur Contact: 01841332565 Email: hkabirtongi@gmail.com	Member
5.	Nurul Islam Pre-voc Curriculum Consultant, Tourism & Hospitality Sector, UNICEF SKILFO Project, Dhaka Mobile. 01717826793 E-mail. nurul.islam@gmail.com	Member
7.	Shamima Akter Senior Instructor, Bangladesh -Korea Technical Training Centre, Dhaka Mobile no-01710068613 Email- aktarshamima17@gmail.com	Member
8.	Syed Azharul Haque Competency Standard Expert, National Skills Development Authority (NSDA) Cell: +880 1711047815 Email: azharulhaque2008@gmail.com	Member

Validation of Competency Standard

The Competency Standards for National Skills Certificate in Food and Beverage Production, Level-2 is validated by NSDA on 16 February 2025.

List of Members

SL	Name and Address	Position in the committee	Signature and Date
1.	Mohiuddin Helal Chairman, Tourism & Hospitality ISC Mobile: 01819224593 Email: ceo.tourismisc@gmail.com	Chairman	
2.	Mereena Khandkar Former Manager and Head of department- food & beverage production (Cooking), National Hotel & Tourism Training Institute (NHTTI) BPC, Dhaka, Mobile: 01554545454 Email: mereena.khandkar@gmail.com	Member	
3.	Shaheen Afroz Ex. GM and Head of the Department Bakery and Pastry Production, NHTTI, Bangladesh Parjatan Corporation, Mobile: 01711261739 Email: shaheenafroz57@gmail.com	Member	
4.	A. T. M Ahmed Hossain Director, Food & Beverage, Dhaka Regency Hotel & Resort, Nikunja-2, Dhaka Mobile: 01713458905 Email: hotelierahmed@gmail.com	Member	
5.	Nafiz Islam Lipi CEO & Owner Food Cadets Lipi's Euphoria, Institute of Culinary Arts Mobile: 01684549901, Email: lipieuphoria@gmail.com	Member	
6.	Md. Ohiduzzaman , Executive Director and Training Coordinator, RN Tourism & Hospitality Management Institute, Aftabnagar, Dhaka Mobile: 01913566547 Email: mdohiduzzaman547@gmail.com	Member	
7.	Md. Mahmudullah Al Mamun , Sr. Instructor (F&B Department), UPDATE Hotel Management Institute, Panthapath, Dhaka. Mobile: 01911915425 Email: mamun_diu85@yahoo.com	Member	
8.	Syed Azharul Haque Competency Standard Expert, National Skills Development Authority (NSDA) Cell: +880 1711047815 Email: azharulhaque2008@gmail.com	Member	

Workshop Minutes

Government of the People's Republic of Bangladesh
Chief advisor's Office
National Skills Development Authority
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E-6 / B, Agargaon, Sher-E-Bangla Nagar Dhaka-1207, Bangladesh.
Email: ec@nsda.gov.bd
Website: www.nsda.gov.bd.

Minutes of the Competency Standard Validation Workshop on “Food & Beverage Production, Level-2” Occupation.

Chairman	: Mr. Mohiuddin Helal, Chairman, TH ISC
Date	: 16 February, 2025
Time	: 9:00 am - 5:00 pm
Place	: ISC Conference Room, NSDA, Biniyog Bhaban, Agargaon, Dhaka-1207

The Chairman welcomed all those present and started the work of the workshop. During the day-long workshop, the competency standard of Food & Beverage Production, Level-2 was reviewed and finalized in detail. The activities related to the finalized standard through validation workshop are presented below:

Serial No.	Content of validation	Whether it was appropriate		What actions have been taken if not appropriate?
		Yes	No.	
1	Name and level of occupation		No.	The name of the occupation has been un-changed as Food & Beverage Production. Level of this CS was considered Level 2.
2	Nominal Hour	Yes		360 hours
3	Unit of Competency	Yes		Name of the units were validated without any change.
4	Element	Yes		Name of the Elements were validated without any change.
5	Performance Criteria		No.	Relevant performance criteria were updated for changed element and some other elements.
3	Variables		No.	Relevant variables were added, changed and updated.
3	Critical Aspect of Competence		No.	Appropriate changes have been made in the critical aspect of competency as per the change of element and performance criteria.
3	Underpinning knowledge		No.	Necessary addition, changings and refinements have been made.
9	Underpinning Skills		No.	Necessary addition, changes and refinements have been made.
10	Attitude	Yes		
11	Resources	Yes		
12	Assessment methods	Yes		
13	Others			<ul style="list-style-type: none"> ▪ The nominal hours of the units of competencies have been readjusted for content consideration. ▪ Overall, the occupation has been included in Level-2 according to BNQF (1-6).

Through the above activities, the Competency Standard has been finalized and validated as “**Food & Beverage Production**” Level-2.

Chairman
Committee on Standard and
Curriculum Validation,
Chairman - TH ISC