



COMPETENCY STANDARD

BAKERY AND PASTRY STAFF LEVEL-I

TOURISM SECTOR (HOTEL AND RESTAURANT)



In collaboration with



NGO FORUM
FOR PUBLIC HEALTH



In partnership with

Canada

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Foreword

UN High Commissioner for Refugees (UNHCR), in collaboration with International Organization for Migration (IOM), BRAC, Center for Natural Resource Studies (CNRS), and NGO Forum for Public Health, is implementing a skills development project as part of a joint Initiative by International Labour Organization (ILO), UNHCR and BRAC with financial support from Global Affairs Canada (GAC) in the refugee camps of Cox's Bazar and on Bhasan Char.

The project has a target to reach a total of 8,000 refugee youth (18-24) participants for accredited vocational skills training which will be selected across the camps considering the demand of the refugee youths and labour market needs of Rakhine state of Myanmar so that the acquired skills can be utilised after their repatriation. To assess the skills needs of the refugee youths, UNHCR, in collaboration with UCEP Bangladesh, a national pioneer organisation in the vocational skills sector in Bangladesh, commissioned a Skills Needs Assessment in all refugee camps in Cox's Bazar and on Bhasan Char. In alignment with the Skills Needs Assessment findings and commitment, the project developed Competency Standards by adopting Myanmar National Qualification Framework (MNQF) or ASEAN Qualification Reference Framework (AQRF).

Following the requirement of the Myanmar National Qualification Framework (MNQF) or ASEAN Qualification Framework (AQRF), analysing the context of the camps, compatible aptitude and utilisation opportunities for the refugee youth and their educational qualifications, the pool of TVET experts of UCEP Bangladesh has developed course outline of the following ten occupations. Consequently, those ten course outlines have been translated into Competency Standards.

1. Sewing Machine Operation
2. Community Health Worker
3. Concreter
4. Small Engine Mechanic
5. Caregiving
6. Solar (PV) System Installation and Maintenance
7. Electrician (Building)
8. Plumbing
9. Agricultural Crops Production
10. Bakery and Pastry Staff

The following Competency Standard for **Bakery and Pastry Staff Level-I** is adapted from the "Training Regulations– Cookery NC II– Tourism Sector" developed by the Technical Education and Skills Development Authority of Philippines, "National Occupational Competency Standards – Bakery and Pastry Staff Level-1 –Hotel and Tourism Sector" developed by the National Skills Standard Authority of Myanmar, and "National Competency Standard for Baking, NTVQ, Level-2" developed by Bangladesh Technical Education Board. Competency standards are benchmarks defining the skills, knowledge and attributes people need to perform a work role.

Qualification Framework Description (Certification System)

To attain the Bakery and Pastry Staff Level-I, the candidate must demonstrate competence through assessment covering all the units listed in Section 1. Successful candidates shall be awarded a Certificate of Participation issued jointly by UNHCR and ILO. The qualification of Bakery and Pastry Staff Level-I may be attained through the accumulation of Certificates of Competency (COCs) in the following areas:

1. Prepare Bread and Soft Rolls
2. Prepare Cake
3. Prepare Cookies
4. Prepare Desserts

Successful candidates shall be awarded a Certificate of Participation. Accumulating and submitting all COCs acquired for the relevant units of competency comprising a qualification, an individual shall be issued a Certificate of Participation jointly by UNHCR and ILO to demonstrate the accumulated competencies. The Certificate of Participation may help the person attain the Recognition of Prior Learning (RPL) test in the country of origin or any other third country. Assessment shall focus on the core units of competency. The basic and common units shall be integrated or assessed concurrently with the core units.

General Guidelines for the Assessment

In general, for the competency standard

Method of Assessment:	<ol style="list-style-type: none">1. Interviews/questioning2. Observation3. Demonstration4. Oral/written examination
Context of Assessment:	<ol style="list-style-type: none">1. Training is delivered from camp-based non-registered training centre2. Training materials and the curriculum modules are adopted from MNQF or AQRF3. Training programs are endorsed by the <i>Government of Bangladesh – United Nations Framework on Skills Development for Rohingya Refugee/FDMNs and Host Communities</i>
Information about development and characteristics of the Standard	<p>Course Title: Bakery and Pastry Staff Level: I Nominal Training Duration: 360 Hours</p> <p>This course is designed to enhance the knowledge, desirable skills and attitudes of Bakery and Pastry Staff Level-I in accordance with industry standards. It covers Basic, Common and Core Competencies.</p>

Course Structure

Bakery and Pastry Staff Level-I

Code	Unit of Competencies	Total Guided Hours		
		Th.	Pr.	Total
Basic Competencies (2 UoCs Required)				
ISEC-HT-BPS-01-B	Respond effectively to instructions given in English	06	14	20
ISEC-HT-BPS-02-B	Speak English at a basic operational level	08	22	30
Total in Basic Competencies		14	36	50
Industry Competencies (4 UoCs Required)				
ISEC-HT-BPS-01-I	Apply basic techniques of commercial baking	02	08	10
ISEC-HT-BPS-02-I	Comply with workplace hygiene procedures	04	16	20
ISEC-HT-BPS-03-I	Apply standard safety procedures for handling foodstuffs	06	14	20
ISEC-HT-BPS-04-I	Clean and maintain kitchen equipment and utensils	04	16	20
Total in Industry Competencies		16	54	70
Technical Competencies (4 UoCs Required)				
ISEC-HT-BPS 01-T	Prepare Bread and Soft Rolls	16	84	100
ISEC-HT-BPS 02-T	Prepare Cake	06	34	40
ISEC-HT-BPS 03-T	Prepare Cookies	12	48	60
ISEC-HT-BPS-04-T	Prepare Desserts	08	32	40
Total in Technical Competencies		42	198	240
Total Nominal Hours		72	288	360

BASIC COMPETENCIES

- UNIT OF COMPETENCY** : Respond Effectively to Instructions Given in English
UNIT DESCRIPTOR : This unit deals with the skills and knowledge required to respond to instructions given in English in the workplace.
NOMINAL DURATION : 20 Hours

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Respond positively to a set of verbal instructions	1.1 <i>Instructions given in the workplace</i> are acknowledged and responded positively, including safety instructions given by supervisor 1.2 <i>Appropriate body language</i> is used to indicate understanding <i>1.3 Questions are asked to confirm understanding</i>
2. Respond to simple written instructions	2.1 Understanding of supervisor's instructions is <i>confirmed</i> 2.2 Repetition or clarification of instructions is requested 2.3 Flowcharts or diagrams are completed to confirm understanding of instructions
3. Express doubt at being able to carry out instructions	3.1 Problems associated with completing a set of instructions are identified 3.2 Solutions to potential problems are sought and offered 3.3 Understanding of <i>contingency instructions</i> is confirmed
4. Follow routine procedures	4.1 Understanding of a set of instructions is demonstrated by carrying out a routine job 4.2 Exceptions to routine procedures are explained 4.3 <i>Ways to improve routine procedures</i> are discussed

RANGE OF VARIABLES

Variable	Range (May include but not limited to)
1. Instructions given in the workplace	1.1. Chronological to explain the order in which things are to be done 1.2. Spatial to explain places things are to be put or stored 1.3. Timeline to explain how long a task should take - Policy and procedural instructions to explain, e.g., established safety procedures, or policies on handling a customer complaint 1.4. Contingency to provide alternative instructions to follow should problems be encountered when carrying out a set of instructions
2. Appropriate body language	2.1 Eye contact, Nodding of head 2.2 Picking up the correct equipment or utensil to perform the task
3. Questions to confirm understanding	3.1 “So I print out the address labels first, then what do I do?” 3.2 “So you want me to store the fruit in the fridge. Is that right?”
4. Confirm understanding	4.1 Yes, I can do that”, “Sure, I’ll start on that now” 4.2 “Okay, I’ll do that straight away” 4.3 “Fine, I understand. I’ll have that ready for you by tomorrow afternoon” 4.4 Giving a „closed” statement in response to a question e.g. “Yes” or “No”
5. Contingency instructions	5.1 “If ... happens, then you should...” 5.2 “If ... doesn’t work, try...” 5.3 “When... happens, then you must...”
6. Discuss ways to improve routine procedures	6.1 Using sequence markers e.g., first, then 6.2 Using adverbs such as: usually, sometimes, often, occasionally

Underpinning Knowledge (To be used as training content in the information sheet of CBLM)	Underpinning Skills (to be used as job in the job sheet of CBLM)
<ul style="list-style-type: none"> Both verbal and written instructions 	1. Verbally confirm understanding of a set of instructions given in English in the workplace 2. Demonstrate understanding of instructions by carrying out a routine job 3. Carry out a set of instructions within the timeframe 4. Ask questions to show understanding of a set of instructions 5. Ask questions to clarify a set of instructions 6. Identify potential problems or obstacles in completing a set of instructions (using conditionals) 7. Including the use of conditionals

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	<ol style="list-style-type: none">8. Offer solutions to overcome problems or obstacles9. Explain routine work procedures, correctly using sequence markers (such as first, then, etc.) and adverbs (such as usually, sometimes, often, etc.)
<p>Required major tools and equipment for the UoC:</p> <ol style="list-style-type: none">1. Notebook2. Pen3. CBLM4. Presentation5. Flowcharts6. Diagrams	

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- UNIT OF COMPETENCY** : **Speak in English at a Basic Operational Level**
UNIT DESCRIPTOR : This unit deals with the skills and knowledge required to converse orally in English in the workplace at a basic operational level.
NOMINAL DURATION : **30 Hours**

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Participate in simple conversations on familiar topics with work colleagues	1.1 Opening comments are appropriately used and responded 1.2 Familiar topics are commented on 1.3 Past events are talked about 1.4 Closing remarks are appropriately used and responded
2. Make simple requests	2.1 Polite form is used to make simple requests 2.2 The person responding to the request is thanked 2.3 The person who cannot respond to the request is acknowledged
3. Describe routine procedures	3.1 Sequence markers of events are used to describe a routine job 3.2 Exceptions to routine procedures are described 3.3 Suggestions on how to improve routine procedures are made
4. Express likes, dislikes and preferences	4.1 Likes and dislikes of familiar topics and situations are justified 4.2 Preferences are discussed and justified
5. Identify different forms of expression in English	5.1 Formal sentences are constructed 5.2 Indicators of informal expressions in English are identified 5.3 'Open-ended' and 'closed' questions are differentiated

RANGE OF VARIABLES

Variable	Range (May include but not limited to)
1. Opening comments	1.1. How are you? How did your shift go? 1.2. Is there anything I need to know? 1.3. You should be aware of...
2. Familiar topics	2.1 Giving directions providing advice on the best places to shop, eat, hear music, view art, etc. 2.2 Providing advice about a customer's special needs providing information referring a customer complaint to a supervisor
3. Closing remarks	3.1 I hope you enjoy your stay/tour 3.2 Goodbye and I hope we see you again soon 3.3 Thank you for staying at... Please enjoy your tour
4. Polite forms	4.1 I wonder if you would do my afternoon shift for me tomorrow? Would it be possible to swap shifts? Could I change shifts because I have to ...?
5. Sequence markers	5.1 First, then, after, that, next, at the end, finally
6. Exceptions to routine procedures	6.1 sometimes, occasionally 6.2 When ... happens, I usually ... but this doesn't happen very often
7. Suggestions	7.1 Why don't I check that for you? 7.2 I think it would be a good idea if ... 7.3 How about ...? Let's ... I think it would be a good idea if you
8. Formal sentences	8.1 Written or verbal language that is grammatically correct and uses the correct tense consistently within the same sentence or paragraph a sentence using modals, such as would, could
9. Informal expressions	9.1 Written or verbal language that may not be grammatically correct and/or may contain colloquialisms, or expletives, or slang words
10. 'Open-ended' questions	10.1 Questions that is phrased to obtain a full answer e.g. 'Where would you like to go?
11. 'Closed' questions	11.1 Questions that forces a choice e.g. a 'yes' or 'no' answer

Underpinning Knowledge (To be used as training content in the information sheet of CBLM)	Underpinning Skills (to be used as job in the job sheet of CBLM)
<ul style="list-style-type: none"> Differences between formal and informal English 	<ol style="list-style-type: none"> Distinguish formal and informal expressions in English Initiate conversations Respond to opening conversation remarks Keep a conversation going on familiar topics Participate in day-to-day casual conversations Talk about past events using sequence markers and correct tense Close a conversation politely Ask pertinent questions to clarify instructions and requests

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	<ol style="list-style-type: none">9. Use polite forms10. Make polite requests, including correct use of modals such as 'would' and 'could'11. explain routine work procedures, including the correct use of sequence markers (such as first, then, etc.) and the use of adverbs to describe exceptions to routine procedures (such as usually, sometimes, often, occasionally)12. Make suggestions, including the correct use of modals (such as 'could' and 'would')13. Express and discuss likes, dislikes and preferences, including the correct use of verb forms14. Use correct 'open' and 'closed' question forms, including auxiliary verbs and questions
<p>Required major tools and equipment for the UoC:</p> <ol style="list-style-type: none">1. Notebook2. Pen3. CBLM4. Presentation5. Flowcharts6. Diagrams	

INDUSTRY COMPETENCIES

- UNIT OF COMPETENCY** : **Apply Basic Techniques of Commercial Baking**
UNIT DESCRIPTOR : This unit deals with skills and knowledge required by bakers to apply a range of baking methods in the preparation of baking items in a commercial environment; the application of this unit is critical to all other food production units.
NOMINAL DURATION : **10 Hours**

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Select and use equipment	1.1 Appropriate <i>baking equipment</i> is selected to prepare standard recipes. 1.2 Equipment is used in a <i>safe</i> manner according to manufacturer's and enterprise procedures. 1.3 Equipment is <i>cleaned and stored</i> as appropriate to enterprise procedures.
2. Apply dry methods of cookery	2.1 <i>Appropriate dry cooking method</i> is selected for preparation of the dishes. 2.2 <i>Appropriate dry cooking method</i> is applied for preparation of the dishes. 2.3 Problems in the application of the cooking method are identified and solved. 2.4 <i>Production of menu items</i> is coordinated.

RANGE OF VARIABLES

Variable	Range (May include but not limited to)
1. Baking equipment	1.1. Electric, gas or induction stoves 1.2. Industrial oven 1.3. Mixers, mincers, blenders 1.4. Bakery and pastry equipment, including proofer 1.5. Small equipment
2. Safe	2.1. Knowledge of manufacturer's cleaning and operating recommendations 2.2. Following enterprise safety and hygienic procedures 2.3. Demonstrating sanitisation of equipment
3. Clean and store	3.1. Dismantle equipment safely 3.2. Re-assemble equipment safely 3.3. Routine maintenance schedules 3.4. Safe occupational health and safety requirements 3.5. Correct storage location 3.6. Sanitised to enterprise requirements
4. Production of menu items	4.1. Menu styles and service types 4.2. Cooking times 4.3. Equipment and storage capacity 4.4. Cooking styles, such as cook, chill, freeze Communication within the kitchen brigade
5. Dry cooking method	5.1. Baking 5.2. Microwave
6. Appropriate dry cooking	6.1. Type of food product 6.2. Size and age of the food product 6.3. Size of equipment to product 6.4. Equipment to manufacturer's recommendations

Underpinning Knowledge (To be used as training content in the information sheet of CBLM)	Underpinning Skills (to be used as job in the job sheet of CBLM)
<ul style="list-style-type: none"> • Accordance between technique of baking and expected culinary result • General occupational health and safety procedures in the workplace • Relevant legislation in relation to food handling, food storage, chemical storage and general premises food safety • Classifications of various cooking methods from different recipes, cultural backgrounds and terminology 	<ol style="list-style-type: none"> 1. Demonstrate a range of baking methods 2. Match ingredient quality to intended final product/use 3. Prepare and produce a range of baking products, within industry realistic timeframes and constraints 4. Handle products in a safe and hygienic manner 5. Demonstrate appropriate portion control and food wastage 6. Demonstrate safe knife-handling skills and use of equipment and utensils 7. Clean and maintain food working and storage areas
<p>Required major tools and equipment for the UoC:</p> <ol style="list-style-type: none"> 1. Electric, gas or induction stoves 2. Steamers, including combination oven, pressure, atmospheric, bamboo 3. Salamanders 4. Smokers 5. Ovens, convection ovens, combination ovens, modular deck oven 	

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6. Wok
7. Tilt pan/bratt pan
8. Kettles \
9. Food processors
10. Mixers, mincers, blenders
11. Slices, bowl choppers
12. Bakery and pastry equipment, including proofer, dough sheeter, moulder
13. Small equipment measures

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- UNIT OF COMPETENCY** : **Comply with Workplace Hygiene Procedures**
UNIT DESCRIPTOR : This unit covers the knowledge, attitude, and application of skills to comply with workplace hygiene procedures according to specifications.
NOMINAL DURATION : **20 Hours**

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Identify and follow hygiene procedures	1.1 Relevant workplace hygiene procedures are identified. 1.2 Enterprise standards and legislated requirements are identified that apply to relevant workplace hygiene procedures. 1.3 Workplace hygiene procedures are followed in accordance with enterprise standards and legislated requirements.
2. Identify and prevent hygiene risks	2.1 Risks are identified for potential food, personal, environmental, and other in the workplace. 2.2 Risks of food are minimized and removed contamination within the scope of individual responsibility.
3. Maintain safe personal hygiene and presentation standards	3.1 Enterprise standards and legislated requirements are identified that apply to personal hygiene and presentation for food handling staff. 3.2 Enterprise standards and legislated requirements are followed that apply to personal hygiene and presentation for food handling staff. 3.3 Required personal hygiene practices are implemented. 3.4 Clothing is maintained to meet work area standards.

RANGE OF VARIABLES

Variable	Range (May include but not limited to)
1. Workplace hygiene procedures	1.1. Safe and hygienic handling of food 1.2. Receiving of food into the premises and correct food storing 1.3. Avoidance of cross contamination 1.4. Safe handling and disposal of linen and laundry / garbage 1.5. Cleaning and sanitizing procedures (food preparation and equipment)
2. Enterprise standards and legislated requirements	2.1. Details of policies and procedures of the host enterprise 2.2. Details of the food standards that the enterprise has determined as appropriate 2.3. Details of the statutory requirements of the legislation of the host country
3. Hygiene risks	3.1. Bacterial and other contamination arising from poor handling of food, Improper handling and storage of equipment and utensils - Inappropriate food storage 3.2. Poor work place hygiene practices 3.3. Poor work practice in cleaning and disinfection 3.4. Incorrect procedures of disposing wastes
4. Personal hygiene	4.1. Hand washing and regular bathing, Appropriate clean uniform 4.2. Following of procedures of personal grooming and hygiene 4.3. Awareness of personal health and fitness

Underpinning Knowledge (To be used as training content in the information sheet of CBLM)	Underpinning Skills (to be used as job in the job sheet of CBLM)
<ul style="list-style-type: none"> • The enterprise's policies and procedures in regard to workplace hygiene • Relevant legislation in relation to workplace hygiene • Common causes of workplace hygiene breaches and food safety hazards • Principles of risk management • Insurance requirements and liability issues • Cleaning and sanitising chemicals, techniques and protocols • Relevant legislation in relation to food handling, personal hygiene, general premises and food hygiene and safety • Principles of safe food handling techniques, preparation, storage, reconstitution and service • Why correct food handling procedures must be followed 	<ol style="list-style-type: none"> 1. Handle, cleaned sanitize equipment and utensils in the workplace 2. Handle products in a safe and hygienic manner 3. Display good personal hygiene 4. Adhere to the food safety plan/program used by the host enterprise 5. Follow procedures of enterprise standards in accordance with local legislation requirements 6. Apply safe food handling practices 7. Follow personal hygiene practices and personal presentation standards
Required major tools and equipment for the UoC: 1. Pens	

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2. Note pads
3. Marker
4. Colour pens
5. Sanitizer
6. Apron
7. Hair cap/cover

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- UNIT OF COMPETENCY** : **Apply Standard Safety Procedures for Handling Foodstuffs**
- UNIT DESCRIPTOR** : This unit deals with the skills and knowledge required to apply standard safety procedures for handling foodstuffs in a range of settings within the in the hotel and travel industries workplace context
- NOMINAL DURATION** : **20 Hours**

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Identify hazards and risks	1.1 Key hazards and risks are identified associated with the individual work role. 1.2 Own work area is checked to identify hazards and risks.
2. Handle foodstuffs	2.1 Foodstuffs are handled according to enterprise guidelines. 2.2 Foodstuffs are handled in a manner that avoids damage and contamination , meets hygiene standards, and maintains quality.
3. Follow food safety program	3.1 Work activities are confirmed with the enterprise food safety program. 3.2 Hazards and risks are monitored in individual work area. 3.3 Corrective actions are taken within individual scope of responsibilities to minimize risks in accordance with the enterprise food safety program. 3.4 Risks are reported beyond the control of the individual to the appropriate person(s) . 3.5 Records are completed according to enterprise requirements and work responsibility.

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RANGE OF VARIABLES

Variable	Range (May include but not limited to)
1. Hazards and risks	1.1. Biological hazards: (bacteria, moulds, yeast, other organic matter and contaminants) o Defrosting/thawing of food o Re-heating of food 1.2. Physical hazards: o Broken glass, metal, plastic, foreign matter, dirt - Chemical hazards: (additives, chemicals, natural poisons) 1.3. Risks: o Burning, scalds o Slips, trips and falls o Fire and emergency o Equipment failure o Violence in the workplace o Drugs and alcohol in the workplace
2. Hygiene procedures	2.1. Personal habits, illness, clothing and cleanliness of self 2.2. Using protective clothing 2.3. Equipment / work area 2.4. Storage
3. Foodstuffs	3.1. Meat, such as lamb and chicken 3.2. Commodities, including fresh, dried and preserved 3.3. Cooked and raw product 3.4. Fruits and vegetables 3.5. Dry goods 3.6. Frozen foods
4. Contamination	4.1. Cross contamination when a cooked product is contaminated by contact with a raw product 4.2. Edible product contaminated by waste 4.3. Biological contamination, such as bacteria, moulds, yeast, other organic matter and contaminants 4.4. Physical contamination, including broken glass, metal, plastic, foreign matter, dirt 4.5. Chemical contamination, such as additives, chemicals and natural poisons
5. Appropriate persons	5.1. Supervisors, Managers 5.2. Local authorities
6. Records	6.1. Temperature charts 6.2. Delivery / Storage information 6.3. First In First Out (FIFO), Use by dates

Underpinning Knowledge (To be used as training content in the information sheet of CBLM)	Underpinning Skills (to be used as job in the job sheet of CBLM)
<ul style="list-style-type: none"> • Understanding the basic principles of food safety • Comply with workplace hygiene, safety and health procedures • Product knowledge • Storage requirements and conditions for deliveries 	<ol style="list-style-type: none"> 1. Follow food safety procedures when moving food between locations 2. Inspect the work area to identify common foodstuff safety hazards/risks 3. Maintain personal hygiene and conduct to minimize risk to food products 4. Handle and store foodstuffs 5. Use storage equipment
Required major tools and equipment for the UoC: <ol style="list-style-type: none"> 1. Pens 2. Note pads 3. Marker 4. Colour pens 	

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- UNIT OF COMPETENCY** : **Clean and Maintain Equipment and Utensils**
UNIT DESCRIPTOR : This unit deals with skills and knowledge required to clean kitchen premises, and to clean and perform basic maintenance on, equipment, utensils and premises within the hotel industries workplace context.
NOMINAL DURATION : **20 Hours**

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Clean kitchen premises	1.1 Areas are identified that may require cleaning in a kitchen premises environment and the frequency of cleaning for each identified area. 1.2 Appropriate cleaning utensils and chemicals are selected. 1.3 Cleaning procedures are implemented in accordance with enterprise and legislated requirements . 1.4 Cleaning and sanitizing needs are identified and addressed. 1.5 Cleaning items and chemicals are stored , and clean them where applicable, after cleaning has been completed. 1.6 Follow emergency first aid procedures in the event of a cleaning-related incident or accident.
2. Clean and maintain kitchen equipment and utensils	2.1 Equipment and utensils are identified that require cleaning and determine cleaning frequency . 2.2 Appropriate cleaning utensils and chemicals are selected. 2.3 Cleaning procedures are implemented in accordance with enterprise and legislated requirements. 2.4 Cleaned equipment and utensils are stored and protected for future use. 2.5 Cleaning items and chemicals are stored and cleaned after use. 2.6 Emergency first aid procedures are followed in the event of a cleaning-related incident or accident
3. Report basic maintenance needs on kitchen equipment, utensils and premises	3.1 Maintenance requirements are identified. 3.2 Report maintenance requirements are reported that can't be satisfactorily addressed.
4. Handle waste and laundry requirements	4.1 Internal waste, food waste, and rubbish are handled and disposed of in accordance with enterprise and legislated requirements. 4.2 Waste disposal area is maintained in a clean and sanitary condition. 4.3 Dirty linen are gathered from kitchen and associated departments to be processed .

RANGE OF VARIABLES

Variable	Range (May include but not limited to)
1. Areas that may require cleaning	1.1. Floors, walls and ceilings 1.2. Doors and windows 1.3. Shelving and cupboards 1.4. Food preparation surfaces, including fixed and mobile benches 1.5. Exhaust fans, light covers, drains, sinks and food disposal units 1.6. Receival areas, store rooms for dry, refrigerated and frozen items, service areas, preparation areas and rubbish storage areas
2. Frequency of cleaning	2.1. After each use, After each session 2.2. Daily, weekly, fortnightly... 2.3. Disassembling and reassembling equipment and items at each cleaning activity
3. Cleaning utensils and chemicals	3.1. Brooms, mops, high pressure hoses, cleaning cloths, squeegees, buckets, brushes, floor scrubbers 3.2. Cleaning chemicals (detergents, sanitizers, deodorants, degreasers, disinfectants, drying agents) 3.3. Consideration of safe manual handling techniques
4. Enterprise and legislated requirements	4.1. Understanding and implementation of the food safety plan for the premises 4.2. Implementation of workplace cleaning rosters, schedules and cleaning sheets 4.3. Details of policies and procedures of the host enterprise 4.4. Details of the statutory requirements of the legislation in regard to safety and hygiene of food premises, and environmental concerns (waste disposal of food waste, fats, oils and chemical agents)
5. Cleaning and sanitizing needs	5.1. Spills and dropped items 5.2. Immediate need for items/areas that are not scheduled for immediate cleaning 5.3. Workplace incidents and accidents that should include cleaning up in all back-of-house areas (receival areas, stores, preparation areas, plating and service areas) 5.4. Equipment overflow or malfunction
6. Store cleaning items	6.1. Cleaning and sanitizing equipment 6.2. Ordering or requisitioning replacement items and/or chemicals 6.3. Replacing cleaning items and chemicals into the designated location ready for immediate re-use
7. Emergency first aid procedures	7.1. Notifying internal first aid officers of emergencies 7.2. Contacting external emergency services for assistance - Administering basic first aid for minor cuts, bruises, abrasions, burns and scalds 7.3. Administering basic first aid in accordance with relevant chemical information sheets where chemicals have been spilled on skin, been ingested, or have entered into the eyes
8. Equipment and utensils that may require cleaning	8.1. All types of gas, electrical and steam-powered food preparation equipment

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	<p>8.2. Saucepans, fry pans, pots, pans, steamers, dishes, cutlery, whisks, strainers, knives</p> <p>8.3. Food containers, chopping boards, platters, bowls, presentation stands and units</p> <p>8.4. Internal and external waste and rubbish bins</p>
9. Store and protect equipment and utensils	<p>9.1. Drying items prior to storage</p> <p>9.2. Checking for damaged items and taking damaged items that pose a food safety, or other risk, out of service</p> <p>9.3. Protecting clean items from re-contamination</p> <p>9.4. Ordering or requisitioning new/extra items where stock levels fall below acceptable levels</p> <p>9.5. Handling items so as to avoid damage and injury</p>
10. Internal waste	<p>10.1. Food, Liquid</p> <p>10.2. Chemical, Fats and oils</p> <p>10.3. Food wrapping</p>
11. Dirty linen	<p>11.1. Uniforms</p> <p>11.2. Cleaning cloths, tea towels</p> <p>11.3. Table linen, Linen from departments serviced by the kitchen</p>
12. Process dirty linen	<p>12.1. Sorting into designated types and piles</p> <p>12.2. Identifying and marking stains</p> <p>12.3. Notifying the laundry of laundry requirements by type and quantity</p> <p>12.4. Transporting dirty linen to the laundry</p> <p>12.5. Returning clean linen to the kitchen</p>

Underpinning Knowledge (To be used as training content in the information sheet of CBLM)	Underpinning Skills (to be used as job in the job sheet of CBLM)
<ul style="list-style-type: none"> • Enterprise and legislated standards relating to cleaning, cleanliness and sanitation • Basic principles of cleaning, following a logical and efficient workflow • Food safety hazards posed by unclean premises, equipment and utensils • Sources of contamination and how to identify/minimize/eliminate them • Basic first aid procedures to be used in the event of chemical poisoning or accident • Safe manual handling techniques 	<ol style="list-style-type: none"> 1. Safely use chemicals in a cleaning context 2. Adhere to the company's food safety program 5. Use cleaning and sanitizing chemicals, techniques and protocols 6. Clean a range of nominated food areas within a kitchen context 7. Undertake basic maintenance duties 8. Clean and store cleaning materials
<p>Required major tools and equipment for the UoC:</p> <ol style="list-style-type: none"> 1. Tools and equipment for cleaning and maintaining kitchen equipment and utensils 	

TECHNICAL COMPETENCIES

UNIT OF COMPETENCY	: Prepare Bread and Soft Rolls
UNIT DESCRIPTOR	: This unit specifies the competency of knowledge, skills and attitude required to apply bread and soft roll preparing principles and select equipment and procedures for producing a range of dough types including white, brown, wholemeal and grain dough in commercial food production.
NOMINAL DURATION	: 100 Hours

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Observe OHS practices	1.1 Housekeeping standards are maintained in the workplace following OHS requirements 1.2 Personal hygiene is maintained, and PPE worn as per OHS requirements 1.3 Equipment is cleaned for production and hygiene requirements
2. Scaling of the ingredients	2.1 Necessary ingredients are selected, measured and weighed according to recipe to make bread dough 2.2 Equipment is confirmed ready for use 2.3 Dough mixing equipment is set and made ready to mix the dough
3. Mixing bread dough	3.1 Ingredients are poured into the mixer 3.2 Mixing process is operated and monitored. This may include monitoring the dough for consistency, feel and texture, and the other variables 3.3 Unacceptable dough is identified and rectified 3.4 Corrective action is taken as required to ensure dough meets requirements 3.5 Unacceptable dough is reported
4. Fermentation of the mixed dough	4.1 Mixed dough is fermented according to the workplace procedures 4.2 Conducive conditions including the temperature and time are maintained
5. Make-up stage	4.1 Mixed dough is make-up according to workplace procedures 4.2 Monitor process and test samples to confirm dough pieces meet required specifications 4.3 Identify, rectify or report products that fail to meet specifications
6. Proofing	5.1 Dough is scaled for different types of bread 5.2 Dough is moulded to provide initial shape 5.3 Errors in scaled and moulded dough are identified and removed or rectified, considering all factors including the other variables

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	<p>5.4 Dough is moulded to provide final shape</p> <p>5.5 Dough is placed in tins or on baking trays as required</p> <p>5.6 Dough may be manually or mechanically moulded or shaped using rounding and moulding equipment</p>
7. Bake bread	<p>7.1 Oven is preheated according to product specification</p> <p>7.2 Ovens loaded manually, trays placed or using slips and belts according to workplace equipment</p> <p>7.3 Ovens are operated for baking according to product specifications</p> <p>7.4 Bread is baked according to food safety and quality requirements</p> <p>7.5 Under baked or over baked products are identified and rectified</p> <p>7.6 Monitor baking process. This includes steam injection, crust, colour, sheen, uniformity of shape and size</p>
8. Finishing	<p>8.1 Baked breads are finished in accordance with established standards and procedures</p>
9. Packaging of the baked products	<p>9.1 Finished breads are packaged and stored in accordance with established standards and procedures</p>
10. Clean and maintain equipment and production area	<p>10.1 Equipment and production area are cleaned to meet production and hygiene requirements</p> <p>10.2 Maintenance requirements are identified and reported according to workplace requirements</p> <p>10.3 Waste is disposed of according to workplace procedure</p>

RANGE OF VARIABLES

Variable	Range (May include but not limited to)
1. Personal Protective Equipment (PPE)	1.1. Protective clothing 1.2. Gloves 1.3. Hair net
2. Equipment	2.1. Mixers 2.2. Bowls 2.3. Sieves 2.4. Weighing equipment 2.5. Measurement tools 2.6. Moulding and rounding equipment 2.7. Baking trays 2.8. Proofing/ fermentation cabinet 2.9. Knife 2.10. Brush 2.11. Scraper 2.12. Scissors 2.13. Refrigerator 2.14. Working tables 2.15. Industrial oven
3. Ingredients	3.1. Flour (white, brown, and wholemeal) 3.2. Sugar 3.3. Yeast 3.4. Salt 3.5. Bread improver 3.6. Eggs 3.7. Shortening 3.8. Milk powder 3.9. Oil 3.10. Wheat grains 3.11. Water
4. Time	4.1. Depends on weather and temperature conditions
5. Other variables	5.1. Water temperature to meet final finished dough temperature requirements 5.2. Dough development/bulk fermentation time 5.3. The effect of dough shape/size on the final product 5.4. Purpose and time required to allow dough to develop 5.5. Required characteristics of proofed dough such as size, height and appearance 5.6. Time, temperature and humidity on baking 5.7. Dough characteristics such as shape/size and skin formation affect the final product 5.8. The effect of yeast activity on the final product
6. Quality characteristics of final product including	6.1. Volume 6.2. Grain 6.3. Texture 6.4. Crumb colour 6.5. Crust formation and colour

Underpinning Knowledge (To be used as training content in the information sheet of CBLM)

Underpinning Skills (to be used as job in the job sheet of CBLM)

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<ul style="list-style-type: none">• Basic principles of bread making, types of dough, dough making, and proofing• Ingredient characteristics, purpose in dough, and environment characteristics and impact on dough making and proofing (including an understanding of flour quality and the components of wheat flour)• Settings, operating requirements and safety features of equipment used• Oven temperature & preheat the oven• OHS hazards and controls• Waste handling and cleaning procedures	<ol style="list-style-type: none">1. Confirm that equipment is clean and ready for operation2. Weigh, scale or meter ingredients as required3. Transfer ingredients to the mixer in the required sequence4. Set mixing equipment to meet recipe requirements5. Set up the proofing equipment to meet recipe requirements6. Apply moulding and shaping techniques7. Monitor the temperature and time to meet finished dough requirements8. Adjust water temperature to meet final finished dough temperature requirements9. Apply finishing techniques10. Handling the electric & gas oven11. Clean equipment and utensils to meet hygiene standards12. Maintain workplace records as required
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Required major tools and equipment for the UoC:

1. Tools, equipment and facilities appropriate to the process or activities
2. Materials relevant to the proposed activity

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- UNIT OF COMPETENCY** : **Prepare Cake**
UNIT DESCRIPTOR : This unit specifies the competency of knowledge, skills and attitude required to operate equipment, and apply principles and procedures to produce a variety of cakes in commercial food production.
NOMINAL DURATION : **40 Hours**

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Observe OHS practices	1.1 Housekeeping standards are maintained in the workplace following OHS requirements 1.2 Personal hygiene is maintained, and PPE worn as per OHS requirements 1.3 Equipment is cleaned for production and hygiene requirements
2. Prepare ingredients and equipment	2.1 Necessary ingredients are selected, measured and weighed according to recipe to make cake batter 2.2 Equipment is checked to confirm readiness for use 2.3 Batter mixing equipment is set and operated to mix the batter 2.4 Ingredients are confirmed and made available for product requirements 2.5 Ingredients are measured according to recipe requirements 2.6 Ingredients are prepared for use in fillings . This may include thawing or conditioning pre-prepared ingredients.
3. Produce cake batter	3.1 Ingredients are poured into the mixer 3.2 Mixing process is monitored. This may include monitoring batter consistency, feel and texture 3.3 Unacceptable cake batter is identified and rectified 3.4 Corrective action taken as required to ensure cake batter requirements 3.5 Unacceptable cake batter is reported
4. Produce Cake Fill	4.1 Cake fill is produced according to recipe requirements 4.2 Raw and cooked fillings must be checked before use. Unacceptable ingredients or fillings are identified and rectified
5. Prepare for baking cakes	5.1 Prepared cake batter is poured into tins, finished and arranged to meet quality and product requirements 5.2 Ovens are operated to meet required output. This includes setting time and temperature controls, and can include positioning product on trays, slips or belts with correct spacing

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	5.3 Washes and/or glazes are applied before baking as required
6. Bake cakes	6.1 Cakes are baked according to food safety and quality requirements 6.2 Baking is monitored . Under baked and over baked product is identified and rectified 6.3 Baked products are removed from oven and cooled to meet required temperature 6.4 Washes and/or glazes are applied after baking as required
7. Clean and maintain equipment and production area	7.1 Equipment and production area are cleaned to meet production and hygiene requirements 7.2 Maintenance requirements are identified and reported according to workplace requirements 7.3 Waste is disposed of according to workplace procedure

RANGE OF VARIABLES

Variable	Range (May include but not limited to)
1. Personal Protective Equipment (PPE)	1.1. Protective clothing 1.2. Gloves 1.3. Hair net
2. Equipment	2.1. Mixers 2.2. Sieves 2.3. Weighing equipment 2.4. Measurement tools 2.5. Trays 2.6. Cake mould 2.7. Saucepan 2.8. Fry pan 2.9. Wooden spatula 2.10. Whisk 2.11. Palette knife 2.12. Oven loading equipment 2.13. Ovens 2.14. Cooling racks 2.15. Other utensils
3. Ingredients	3.1. Cake flour 3.2. Corn flour 3.3. Sugar 3.4. Eggs 3.5. Shortening 3.6. Flavour 3.7. Fruit 3.8. Oil 3.9. Milk 3.10. Jam 3.11. Fruit colour 3.12. Chocolate 3.13. Water 3.14. Other ingredients as per recipe
4. Set mixing equipment to meet production requirements	4.1. Selecting and fitting appropriate attachments 4.2. Setting mixer times and speeds
5. Monitor baking process includes monitoring	5.1. Colour 5.2. Appearance/shape 5.3. Time
6. Shutdown procedures	6.1. May include cleaning. In some cases cleaning may be carried out by a dedicated cleaning crew

Underpinning Knowledge (To be used as training content in the information sheet of CBLM)	Underpinning Skills (to be used as job in the job sheet of CBLM)
<ul style="list-style-type: none"> • Basic principles of cake and cookies making • Basic principles of filling preparation • Differences in filling types for different product types 	<ol style="list-style-type: none"> 1. Access workplace information to identify recipe requirements 2. Confirm condition, type, quality and quantity of ingredients. This includes selecting shortening type to meet

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<ul style="list-style-type: none"> • Effect of ingredients on baking process and final product • Cooling methods • Ingredient characteristics and purpose in the final product. This includes a knowledge of flour types, sugar, grades, shortening and emulsifiers, and fresh and/or pulp egg, types of thickeners used for filling types. It may also include a basic understanding of pre-mix composition • Methods used to confirm accuracy of measuring equipment used • Ingredients storage requirements • Methods used to prepare cake batter • Physical and chemical methods used to aerate batter • Significance of factors such as temperature of batter on final product • Required characteristics of batter • Process requirements. This may include: <ol style="list-style-type: none"> a. Mixing times and speeds b. Batter specifications c. Baking times and temperatures d. Oven settings e. Settings, operating requirements and safety features of equipment used • Settings, operating requirements and safety features of equipment used • Methods used to deposit batter including use of release agents as required • Causes of variation and corrective action required • Control points and related monitoring requirements • OSH hazards and controls • Waste handling and cleaning and procedures • Storage requirements for prepared fillings. This can include an understanding of refrigeration, freezing and shelf life • Contamination (including cross-contamination) risks associated with ingredients/processes used 	<p>recipe and ambient temperature requirements</p> <ol style="list-style-type: none"> 3. Weigh, scale or meter ingredients as required 4. Calculate yield based on given batch weight and/or main ingredient weight, according to workplace practices 5. Confirm equipment status and condition 6. Transfer ingredients to the mixer in the required sequence 7. Set mixing equipment to meet production requirements 8. This can include: <ol style="list-style-type: none"> 8.1. Selecting and fitting appropriate attachments 8.2. Setting mixer times and speeds 9. Operate and monitor the mixing process. This can include monitoring: <ol style="list-style-type: none"> 9.1. Mixing time and speed 9.2. Ingredient and finished batter temperature 9.3. Batter consistency, appearance and texture 9.4. Quality, quantity and sequencing of ingredient addition 9.5. Blending/mixing process. 9.6. Cooking times and temperatures. 9.7. Filling characteristics (colour, texture, smell, viscosity) 9.8. Take corrective action so that fillings meet quality standards. 10. Identify batter that does not meet quality requirements and take necessary corrective action 11. Prepare tins/trays, liners and papers as required 12. Deposit, extrude or spread batter to meet product and volume/weight requirements 13. Clean equipment and utensils to meet hygiene standards 14. Maintain workplace records as required 15. Maintain work area to meet housekeeping standards.
<p>Required major tools and equipment for the UoC:</p> <ol style="list-style-type: none"> 3. Tools, equipment and facilities appropriate to the process or activities 4. Materials relevant to the proposed activity 	

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- UNIT OF COMPETENCY** : **Prepare Cookies**
- UNIT DESCRIPTOR** : This unit specifies the competency of knowledge, skills and attitude required to operate equipment, and apply principles and procedures to produce a variety of cookies in commercial food production.
- NOMINAL DURATION** : **60 Hours**

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Observe OHS practices	1.1 Housekeeping standards are maintained in the workplace following OHS requirements 1.2 Personal hygiene is maintained, and PPE worn as per OHS requirements 1.3 Equipment is cleaned for production and hygiene requirements
2. Prepare ingredients and equipment	2.1 Ingredients are confirmed and arrange for product requirements 2.2 Ingredients are measured for recipe requirements 2.3 Equipment is checked to confirm readiness for use 2.4 Mixing equipment is set and operated to meet recipe requirements
3. Produce cookies Dough	3.1 Ingredients are poured into the mixer for mixing 3.2 Dough is either freshly prepared or by using premixes 3.3 Prepared dough is deposited into baking tray, either manually or mechanically
4. Prepare for forming cookies	4.1 Prepared cookies dough is confirmed and arranged according to recipe and operating requirements 4.2 Equipment is checked to confirm readiness for use 4.3 Processing/operating factors are entered as required to meet safety and production requirements 4.4 Pre-start checks are carried out as required by workplace requirements
5. Form cookies and shut down forming process	5.1 Cookies are formed manually or mechanical forming process is started and operated according to workplace procedures 5.2 The forming process is monitored to confirm that formed product is produced to specification 5.3 The appropriate shutdown procedure is identified 5.4 The process is shut down according to workplace procedures
6. Prepare cookies for baking	6.1 Necessary ingredients are available to meet production requirement 6.2 Prepared dough/ batter is tinned or deposited in baking tray for baking

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	6.3 Ovens are operated to meet required output. This includes setting time and temperature controls, and can include positioning product on trays, slips or belts with correct spacing
7. Bake cookies	7.1 Cookies are baked observing standard procedure that meets food safety and quality requirements 7.2 Under baked and over baked product is identified and rectified 7.3 Cookies are checked for size as per production requirements
8. Cool cookies	8.1 Baked cookies are available to meet production requirements 8.2 Baked cookies are removed from oven and cooled to required temperature
9. Decorate and stack cookies	9.1 Decorations are added to cooled cookies as per design specifications 9.2 Cookies are stacked either mechanically or manually according to production specifications
10. Clean and maintain equipment and production area	10.1 Equipment and production area are cleaned to meet production and hygiene requirements 10.2 Maintenance requirements are identified and reported according to workplace requirements 10.3 Waste is disposed of according to workplace procedure

RANGE OF VARIABLES

Variable	Range (May include but not limited to)
1. Personal Protective Equipment (PPE)	1.4. Protective clothing 1.5. Gloves 1.6. Hair net
2. Equipment	2.1. Mixers 2.2. Sieves 2.3. Weighing equipment 2.4. Measurement tools 2.5. Trays 2.6. Saucepan 2.7. Fry pan 2.8. Wooden spatula 2.9. Palette knife 2.10. Depositing 2.11. Rolling 2.12. Forming and cutting equipment 2.13. Topping equipment 2.14. Oven loading equipment 2.15. Cooling racks
3. Ingredients	3.1. Cake flour 3.2. Sugar 3.3. Eggs 3.4. Shortening 3.5. Margarines 3.6. Flavour 3.7. Fruit 3.8. Chocolate chips
4. Set mixing equipment to meet production requirements	4.1. Selecting and fitting appropriate attachments 4.2. Setting mixer times and speeds 4.3. In the case of some kinds of biscuits, this includes ensuring bowls and utensils are free of all fat residues
5. Monitor baking process includes monitoring	5.1. Colour 5.2. Appearance/shape 5.3. Time
6. Shutdown procedures	6.1. May include cleaning. In some cases cleaning may be carried out by a dedicated cleaning crew

Underpinning Knowledge (To be used as training content in the information sheet of CBLM)	Underpinning Skills (to be used as job in the job sheet of CBLM)
<ul style="list-style-type: none"> • Basic principles of cookies making • Effect of dough quality on process outcomes • Quality characteristics of formed products • Ingredient characteristics and purpose in the final product. This includes a knowledge of flour types, sugar, grades, shortening and emulsifiers, and fresh and/or pulp egg. It may also include a basic understanding of pre-mix composition 	<ol style="list-style-type: none"> 1. Access workplace information to identify recipe requirements 2. Confirm condition, type, quality and quantity of ingredients. This includes selecting shortening type to meet recipe and ambient temperature requirements 3. Weigh, scale or meter ingredients as required 4. Calculate yield based on given batch weight and/or main ingredient weight, according to workplace practices

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<ul style="list-style-type: none"> • Methods used to confirm accuracy of measuring equipment used • Ingredients storage requirements • Methods used to prepare cake batter • Physical and chemical methods used to aerate batter • Significance of factors such as temperature of batter on final product • Factors affecting sponge making • Required characteristics of batter • Process requirements. This may include: <ul style="list-style-type: none"> ▪ Mixing times and speeds ▪ Batter specifications • Settings, operating requirements and safety features of equipment used • Methods used to deposit batter including use of release agents as required • Causes of variation and corrective action required • Control points and related monitoring requirements • OHS hazards and controls • Waste handling and cleaning and procedures 	<ol style="list-style-type: none"> 5. Confirm equipment status and condition 6. Transfer ingredients to the mixer in the required sequence 7. Set mixing equipment to meet production requirements. This can include: <ol style="list-style-type: none"> 7.1. Selecting and fitting appropriate attachments 7.2. Setting mixer times and speeds 8. Operate and monitor the mixing process. This can include monitoring: <ol style="list-style-type: none"> 8.1. Mixing time and speed 8.2. Ingredient and finished batter temperature 8.3. Batter consistency, appearance and texture 9. Identify batter that does not meet quality requirements and take necessary corrective action 10. Prepare tins/trays, liners and papers as required 11. Deposit, extrude or spread batter to meet product and volume/weight requirements 12. Clean equipment and utensils to meet hygiene standards 13. Maintain workplace records as required 14. Maintain work area to meet housekeeping standards.
<p>Required major tools and equipment for the UoC:</p> <ol style="list-style-type: none"> 1. Tools, equipment and facilities appropriate to the process or activities 2. Materials relevant to the proposed activity 	

Competency Standard: Bakery and Pastry Staff Level-I

UNIT OF COMPETENCY : **Prepare Desserts**
UNIT DESCRIPTOR : This unit deals with knowledge, skills, and attitudes in the preparation of a range of hot, cold and frozen desserts.
NOMINAL DURATION : **40 Hours**

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables
1. Observe OHS practices	1.1 Housekeeping standards are maintained in the workplace following OHS requirements 1.2 Personal hygiene is maintained, and PPE worn as per OHS requirements 1.3 Equipment is cleaned for production and hygiene requirements
2. Perform mise en place	2.1 Ingredients are identified according to standard recipes, recipe card or enterprise requirements 2.2 Ingredients are assembled according to quantity, type, and quality required 2.3 Ingredients are prepared based on the required form and time frame 2.4 Ingredients are selected, measured and weighed according to recipe requirements 2.5 Appropriate equipment are selected and used in accordance with manufacturers' manual 2.6 Frozen ingredients are thawed following enterprise procedures 2.7 Where necessary, raw ingredients are washed with clean potable water
3. Prepare desserts and sweet sauces	3.1 Standard or enterprise recipes are used to produce a variety of hot, cold and frozen desserts , appropriate for a variety of menus 3.2 Range of sweet sauces are produced to a desired consistency and flavour 3.3 Prepared desserts and sweets are tasted in accordance with the required taste 3.4 Workplace safety and hygienic procedures are followed according to enterprise and legislated requirements
4. Plate/Present desserts	4.1 Desserts are presented hygienically, logically and sequentially within the required timeframe 4.2 Desserts are decorated creatively 4.3 Factors in plating dishes are observed in presenting desserts 4.4 Desserts are portioned according to enterprise standards 4.5 Desserts are presented in accordance with enterprise presentation techniques 4.6 Accompaniments, garnishes and decorations are used to enhance taste, texture and balance
5. Store desserts	5.1 Desserts are stored at the appropriate temperature and under the correct conditions to

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	<p>maintain quality, freshness and customer appeal</p> <p>5.2 Suitable packaging are selected and used to preserve taste, appearance and tasting characteristics</p> <p>5.3 Sweet sauces are stored to retain desired quality and characteristics</p> <p>5.4 Dessert is stored in accordance with FIFO operating procedures and storage of dessert requirements</p>
6. Clean and maintain equipment and production area	<p>6.1 Tools, utensils, equipment and facility are cleaned and sanitized following workplace procedures</p> <p>6.2 Tools, utensils and equipment are stored in the designated places according to workplace requirements</p>

RANGE OF VARIABLES

Variable	Range (May include but not limited to)
1. Personal Protective Equipment (PPE)	1.1. Protective clothing 1.2. Gloves 1.3. Hair net
2. Equipment for making desserts	2.1. Blenders 2.2. Mixers 2.3. Ovens 2.4. Chillers and freezers 2.5. Weighing scales 2.6. Cooking equipment
3. Desserts	3.1. Crème caramel (pudding) 3.2. Custard
4. Sweet sauces	4.1. Sugar syrups 4.2. Fruit syrups 4.3. Chocolate-based sauces 4.4. Custards and crèmes
5. Suitable thickening agents for sweet sauces	5.1. Corn starch, arrowroot, potato starch 5.2. Modified starch 5.3. Liaison 5.4. Gelatine

Underpinning Knowledge (To be used as training content in the information sheet of CBLM)	Underpinning Skills (to be used as job in the job sheet of CBLM)
<ul style="list-style-type: none"> • Culinary terms commonly used in preparing hot and cold desserts • Safe work practices on handling hot and frozen products and equipment • Various types and uses of chemicals and equipment for cleaning and sanitizing • Details and characteristics of different types of hot and cold desserts and sweets 	<ol style="list-style-type: none"> 1. Organizational skills and teamwork 2. Safe work practices 3. Weighing/portioning 4. Logical and time efficient work flow

Required major tools and equipment for the UoC:

1. Tools, equipment and physical facilities appropriate to perform activities
2. Range of suitable ingredients for making variety of desserts and sweets