



REGISTERED NATIONAL STANDARD

UNIT OF COMPETENCY

Title:	Commercial kitchen supervision NS033-04 Note: This unit was adapted from the NZQA registered standards 27960 version 3 (2015), 27961 version 2 (2015) and 27962 version 2 (2015)				
TQF Level:	4	Credits:	20	Version:	1
National standard code:	NS033-04				
Associated qualification (and code):	National Certificate in Commercial Cookery Level 4 (QR-04-NQ-001-07-0903-20-01)				
Approval date:	19 March 2020		Review date:	19 March 2025	
Purpose:	This unit is for cooks and chefs who hold junior - middle management and supervisory roles in commercial cooking environments. People credited with this unit will be able to supervise: <ul style="list-style-type: none"> • health and safety, and security practices for operational roles; • staff performance requirements and customer interactions; • the application of workplace Code of conduct, policies and procedures to workplace roles. 				
Learning Outcome 1 (LO1)	Supervise health and safety practices for operational roles in commercial kitchens and other commercial cooking environments.				

<p>Performance standards</p>	<p>1.1 Processes are clearly laid out for regular checking and supporting of routine application of health and safety practices in the commercial cooking environment.</p> <p>1.2 Staff are managed and provided support on a regular basis or when needed to ensure personal protective equipment is worn correctly, and relevant issues are actioned.</p> <p>1.3 Health and safety practices are regularly checked and relevant issued actioned to ensure compliance with establishment requirements.</p> <p>1.4 Accident and incident reports related to workplace roles are monitored and actioned, where required.</p>
<p>Learning Outcome 2 (LO2)</p>	<p>Supervise security practices for operational roles in a commercial kitchen and other commercial cooking environments in accordance with establishment requirements.</p>
<p>Performance Standards</p>	<p>2.1 Processes for ensuring customer security are managed and regularly checked to ensure compliance, and any issues are actioned.</p> <p>2.2 Processes for ensuring establishment security are managed and regularly checked to ensure compliance, and any issues are actioned.</p> <p>2.3 Processes for ensuring staff security are overseen and regularly checked to ensure compliance, and any issues are actioned.</p>
<p>Learning Outcome 3 (LO3)</p>	<p>Supervise staff performance to ensure service delivery outcomes are met in accordance with establishment requirements.</p>
<p>Performance standards</p>	<p>3.1 Workplace performance requirements to meet service delivery outcomes are clarified with senior managers and staff.</p> <p><i>[Range of performance requirements include but are not limited to – rosters, absences, leave, job tasks, standards of performance, dress code, personal hygiene requirements].</i></p> <p>3.2 Performance requirements are regularly checked to ensure compliance with service delivery outcomes and any issues actioned</p> <p>3.3 Non-performances are reported to facilitate compliance with service delivery outcomes.</p>
<p>Learning Outcome 4 (LO4)</p>	<p>Supervise staff interactions with customers to ensure service delivery outcomes are met in accordance with establishment requirements.</p>

<p>Performance standards</p>	<p>4.1 Staff interactions with customers are managed and regularly checked to ensure delivery outcomes are met</p> <p><i>[Range of acknowledgement may include but is not limited to – greeting, offering assistance, providing a service].</i></p> <p>4.2 Staff interactions with customers from other cultures are managed and regularly checked to ensure they are culturally appropriate and sensitive, and that information sought or provided is clear and concise to their satisfaction.</p> <p>4.3 Advice communicated to customers is managed and regularly checked to ensure it is current and accurate and meets customer needs and/or satisfaction.</p> <p><i>[Range of facilities and/product or services may include but not limited to – prices, dishes, facility hire, booking].</i></p>
<p>Learning Outcome 5 (LO5)</p>	<p>Supervise the application of the code of conduct to workplace roles in accordance with establishment requirements.</p>
<p>Performance standards</p>	<p>5.1 Workplace roles and responsibilities covered by the code of conduct are regularly checked and evaluated to ensure compliance and any issues actioned.</p> <p>5.2 Delegations related to staff’s workplace roles are implemented and maintained.</p> <p>5.3 Levels of delegation are clarified with responsible staff to ensure they understand the level(s) of authority being conferred.</p> <p>5.4 Confidentiality requirements are managed to ensure compliance and any issues actioned.</p>
<p>Learning Outcome 6 (LO6)</p>	<p>Supervise the application of standard operating policies and procedures to workplace roles in commercial kitchens and other commercial cooking environments.</p>
<p>Performance standards</p>	<p>3.1 The application of standard operating procedures and policies to workplace` roles is regularly checked to ensure compliance and issues actioned.</p> <p><i>[Range of evidence is required of a minimum of three standard operating procedures in the candidate’s area of responsibility.]</i></p> <p>6.2 Requirements for staff’s personal presentation are checked regularly to ensure compliance and issues actioned.</p>

	<p>6.3 Expectations for staff productivity and time management are checked regularly to ensure compliance and issues actioned.</p> <p>6.4 Environmental sustainability requirements expected of staff are checked regularly to ensure compliance and issues actioned.</p> <p>6.5 Reporting requirements of staff are checked regularly to ensure compliance and issues actioned.</p>
Pre-requisites	NS027-03 or equivalent
Co-requisites	N/A
Underpinning skill and knowledge	General human health and diseases, Human foods and nutrition, Hazards and safety, Communication (Tongan and English), Cultural awareness and sensitivity, Interpersonal communication skills, Workplace security, Attention to details, Local food knowledge.
Suggested assessment methods	<p>Assessed in the context of candidate's workplace role. Candidates must demonstrate competency in a minimum of twelve (12) supervisory practices:</p> <ul style="list-style-type: none"> • At least four (4) health and safety, and security practices taken from LO1 and LO2; • At least four (4) practices for monitoring and maintain staff performance and customer interactions, taken from LO3 and LO4; and • At least four (4) practices for monitoring and maintaining the application of the code of conduct and policies and procedures to work role, taken from LO5 and LO6. <p>Note: This is a competency-based unit (Refer to section on <i>Requirements to complete unit</i> for more information]</p>
Resource requirements	<ol style="list-style-type: none"> 1. Commercial kitchen (Refer to <i>Minimum requirements for s kitchen</i>) or arrangements made for students' access to one. 2. Computers for students and staff 3. Internet access for students and staff 4. Relevant readings at the discretion of the unit coordinator/trainer. 5. Unit outline including assessment details that students are required need to know.
Moderation arrangements	Use provider's approved moderation process, OR TNQAB moderation processes

<p>Requirements to complete this unit</p>	<p>Assessment to be conducted in the context of learner’s workplace roles.</p> <p>Learners must be at least 90% “Competent” after a maximum of 3 attempts. Those who fail to meet this requirement are required to reenrol in the unit.</p>
<p>Public comments on unit</p>	<p>Please contact TNQAB National Qualifications Unit (email EnquireNQ@tnqab.to or Telephone 28136) if you like to discuss or suggest changes to the details of this unit.</p>

MINIMUM REQUIREMENTS FOR A COMMERCIAL KITCHEN			
	SMALL EQUIPMENT	DESCRIPTIONS	MINIMUM REQUIREMENT (for 15 - 20 students)
1	Baking tins	Stainless small, medium and large, Assorted depth and shapes	6 for each size
2	Baking trays	Stainless small, medium and large	3 for each size
3	Can/bottle opener	Stainless	3 sets
4	Chef Knives	Stainless, Set (Paring, All purpose, Fillet, Serrated Clever, Scissors)	12 Sets
5	Chinois	Stainless small or medium	3 pieces
6	Colander	Stainless or plastic	3 pieces
7	Cutting Boards	Plastic and Wooden, medium and large with colours	6 for each size and type
8	Food Posters	Meat, Fish, Shellfish, Herbs and Spices, Vegetables, Food commodities etc.	2 of each kind
9	Frying pans	for; Omelette and shallow frying (non-stick)	3 for each purpose
10	Grater	Manual, box or 4-sided or flat, stainless or plastics	3 sets either type
11	Ladles	Stainless in multiple sizes; small, medium and large	2 of each size
12	Lifter	Plastic or stainless	3 each type
13	Masher	Stainless (small or Large)	3 sets either size
14	Measuring Cups	Stainless or plastics (minimum of 4 sizes cups)	3 sets either type
15	Measuring Jugs	Stainless, plastics or Glass (minimum of 1000 milliliters)	3 either type
16	Measuring spoons	Stainless or plastics (minimum of 4 sizes spoons)	3 sets either type
17	Mixing bowls	Stainless and Plastic, small, medium and large	6 for each size
18	Moulds	Ceramic or stainless, small and medium	6 each size
19	Oven mitts	Assorted sizes, shapes and color with minimum of 3 layers of thickness	6 pairs
20	Peeler	Plastic or stainless	6 sets
21	Plates	Ceramic, small, medium and large (any design and color)	12 for each size
22	Pot holders	Assorted sizes, shapes and color with minimum of 3 layers of thickness	6 pairs
23	Pots	for; stock, soup, and boiling, preferably stainless	3 for each purpose
24	Rolling Pin	Wooden or Plastic (small and large)	3 each size (6 in total)
25	Sanitizer	Plastic bottle sprayers	3 containers refilled
26	Saucepans	Small to medium sizes, preferably stainless	6 of each size
27	Serving bowls	Ceramic, for Soup and pasta, small and medium (any design and color)	12 of each size
28	Sieve	Stainless or plastic (4 sizes in 1 set)	3 sets either type
29	Sifter	Stainless or plastic	3 either type
30	Spatulas	Wooden or Silicone	3 either type

31	Stirring spoons	Stainless and wooden, medium and large	6 stainless medium, 6 stainless large, 6 wooden medium, 6 wooden large)
32	Tea Towels	Cloth, any colour, sizes and designs	24 towels
33	Thermometer	Waterproof pocket Digital probe or Gun thermometer	2 pieces
34	Tongs	Stainless in multiple sizes; small, medium and large	3 of each size
35	Whisks	Stainless, sizes: medium and large	3 of each size
36	Wok	for; Saute and Stir-frying, either household or commercial brand	2 pieces

	LARGE EQUIPMENT	DESCRIPTIONS	MINIMUM REQUIREMENT (for 15 - 20 students)
1	Deep-Fryer	Gas burners or Electric heating element, either household or commercial brand	2 Fryers with minimum of 2 litres capacity each
2	Fire Extinguishers	Approved and valid to be used in the kitchen (OHS & SOP standards)	2 up to date extinguishers either sizes
3	Freezer	Chest or upright freezer or Walk-in freezer, either household or commercial brand	1 set
4	Handbasin	Single Stainless or Ceramic with or without hot water	1 set
5	Oven	Gas burners or Electric heating element, either household or commercial brand	3 Ovens with or without fan
6	Oven Griller or Salamander	Gas burners or Electric heating element, either household or commercial brand	3 Grillers or 1 Salamander
7	Pantry	Good air ventilation set up and well accessible (fixed or removable)	1 set
8	Range or Stovetop burners	Gas burners or Electric hot plates, either household or commercial brand	12 burners or 3 Range with 4 burners each
9	Refrigerator	Reach-in fridge or walk-in cooler, either household or commercial brand	1 set
10	Rubber Floor Mats	Cover the length of the work stations (above)	Enough to cover all Workstations
11	Sinks	Single or Double stainless installed with running water faucet (Hot water optional)	4 set singles or 2 sets double
12	Steamer	Layered Steaming pot	1 set
13	Umu Shed	Shed with well constructed <i>Umu</i> pit (including <i>Huokauvao</i> , <i>Hakalo</i> , <i>Umu</i> stones and Firewoods)	1 set
14	Work Benches and Tops	Stainless steel double benches and tops with or without drawers	2 sets

	MECHANICAL EQUIPMENT	DESCRIPTIONS	MINIMUM REQUIREMENT (for 15 - 20 students)
1	Air Ventilation System	Electrical Air Suction or Fixed Air-Vent Ventilator	Designated to ventilate heat and smokes
2	Blender	Any Quality and brand (minimum of 500 milliliters capacity)	1 machine
3	Food Mixer	Any Quality and brand (minimum of 500 milliliters capacity)	1 machine
4	Food Processor	Any Quality and brand (minimum of 500 milliliters capacity)	1 machine
5	Meat Slicer	Stainless and can be any size and brand	1 machine
6	Pasta Machine	Stainless with processing cutters (Manual or electric)	2 sets
7	Kitchen Scale	Digital or mechanical	2 either qualities
8	Toaster	Industrial or household brands, minimum of two bread racks	1 set
9	Vegetable Slicer	Any Quality and brand	1 machine