



REGISTERED NATIONAL STANDARD

UNIT OF COMPETENCY

Title:	Supervise a commercial kitchen				
TQF Level:	4	Credits:	20	Release:	2
National standard code:	NS033-04				
Associated qualification (and code):	National Certificate in Commercial Cookery Level 4 (QR-04-NQ-001-07-0903-25-02)				
Modification history	Release 1 (R1)	R1 is now out of date, and is only available for reference purposes			
	Release 2 (R2)	R2 replaces R1. R2 is the product of review exercise conducted in April – May 2025			
Approval date:	19 March 2025		Review date:	19 March 2030	
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: 1. staff performance requirements and customer interactions; 2. health and safety, and security practices for operational roles; 3. the application of workplace <i>code of conduct</i>, policies and procedures to workplace roles.				

Learning Outcome 1 (LO1)	Supervise health and safety practices for operational roles in commercial cooking environments.
Performance standards	1.1 Standard operating procedures (SOPs) relevant to workplace health and safety are identified. 1.2 Processes are clearly laid out for regular checking and supporting of routine application of health and safety practices in the commercial cooking environment. <i>[Range processes may include but not restricted to: Processes in relation to staff hygiene, processes for prevention of cross-contamination, processes for temperature control of refrigeration and food holding facility, processes for premises and utensils cleanliness and sanitation (including pest control)]</i> 1.3 Processes to support staff safety are clearly laid out and relevant issues are actioned. <i>[Range processes may include but not restricted to the use of personal protective equipment (PPE), emergency procedures (e.g. emergency information, fire-safety, first-aid needs), facility maintenance (e.g. adequate space and ventilation, equipment replacement, etc.).]</i> 1.4 Health and safety practices are regularly checked and relevant issued actioned to ensure compliance with establishment requirements. 1.5 Accident and incident reports related to workplace roles are monitored and actioned, where required.

Performance Standards	2.1	Processes for managing security for operation roles are established and described;
	2.2	Processes for ensuring customer security are regularly checked to ensure compliance, and any issues are actioned.
	2.3	Processes for ensuring establishment security are managed and regularly checked to ensure compliance, and any issues are actioned.
	2.4	Processes for ensuring staff security are identified and regularly checked to ensure compliance, and any issues are actioned.
	2.5	Processes for ensuring staff security are regularly reviewed in accordance with requirements.
Learning Outcome 3 (LO3)		Supervise staff performance to ensure service delivery outcomes are met in accordance with establishment requirements.
Performance standards	3.1	Performance requirements to meet service delivery outcomes are clarified with staff. <i>[Range of performance requirements include but are not limited to – rosters, shifts, absences, leave, job tasks, standards of performance, dress code, personal hygiene requirements].</i>

- 3.2 Performance requirements are regularly checked to ensure compliance with service delivery outcomes;
- 3.3 Non-performances are actioned to facilitate compliance with service delivery outcomes.
- 3.4 Staff performance is evaluated and reported in accordance with establishment requirements.

Learning Outcome 4 (LO4) Supervise staff interactions with customers to ensure service delivery outcomes are met in accordance with establishment requirements.

- Performance standards**
- 4.1 Staff interactions with customers are managed and regularly checked to ensure delivery outcomes are met
[Range of acknowledgement may include but is not limited to – greeting, offering assistance, providing a service].
 - 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.
 - 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.
[Range of facilities and/product or services may include but not limited to – prices, dishes, facility hire, booking].
 - 4.4 Customer feedback is reviewed and unresolved issues are followed up.

Learning Outcome 5 (LO5) Supervise the application of the *code of conduct* to workplace roles in accordance with establishment requirements

- Performance standards**
- 5.1 Workplace roles and responsibilities, covered by the code of conduct, are regularly checked and evaluated to ensure compliance and any issues actioned.
 - 5.2 Delegations related to staff's workplace roles are implemented and maintained.
 - 5.3 Levels of delegation are clarified with responsible staff to ensure they understand the level(s) of authority being conferred.
 - 5.4 Business *trade secrets* are explained to relevant staff.
 - 5.5 Confidentiality requirements in regards to *trade secrets* are managed and any issues actioned.

Learning Outcome 6 (LO6) Supervise the application of standard operating policies and procedures to workplace roles

- Performance standards**
- 6.1 The application of *standard operating procedures* and policies to workplace` roles is regularly checked to ensure compliance and issues actioned.
[Range of evidence is required of a minimum of three standard operating procedures in the candidate's area of responsibility.]

- 6.2 Requirements for staff's personal presentation are checked regularly to ensure compliance and issues actioned.
- 6.3 Expectations for staff productivity and time management are checked regularly to ensure compliance and issues actioned.
- 6.4 Environmental sustainability requirements expected of staff are checked regularly to ensure compliance and issues actioned.
- 6.5 Reporting requirements of staff are checked regularly to ensure compliance and issues actioned.

Pre-requisites NS027-03 or equivalent

Co-requisites N/A

Underpinning knowledge and skills

Knowledge

1. Commercial cooking environment as a *workplace*
2. Workplace supervision vs workplace management
3. Operational roles (commercial cooking environments)
4. *Trade secrets*
5. Workplace *code of conduct*
6. Workplace policies and procedures
7. Workplace roles and responsibilities
8. *Workplace health and safety (WHS)*
9. Workplace security and staff security
10. Compliance with workplace security and safety
11. Workplace performance and supervision
12. Standard operating procedures
13. General human health and diseases
14. Knowledge of culture (Tongan and English),
15. Local food knowledge

Skills

1. Workplace supervision and management skills
2. Supervising safety and security practices of operational roles (commercial food preparation environments)
3. Maintenance of business confidentiality and trade secrets
4. Delegation of responsibilities
5. Discipline and conflict resolution
6. Workplace reporting and communication skills
7. Interpersonal skills
8. Supervising and managing WHS and workplace security
9. Supervising and managing staff performance and customer interactions
10. Supervising and managing the application of workplace code of conduct

Assessment requirements

Assessment methods:

A range of assessment methods should be used to assess students' knowledge and application of skills. These shall include but not restricted to the following

1. Observation in the workplace (or training kitchen);
2. Oral questioning.
3. One-on-one interview
4. Seminar presentation;

5. Written assessment e.g. theory exam
6. Portfolio assessment
7. A combination of methods

Assessment context:

1. To be assessed in the context of candidate's workplace role, either in the real workplace or in a simulated environment.
2. Candidates must demonstrate competency in a minimum of twelve (12) supervisory practices:
 - (i) At least four (4) health and safety, and security practices taken from LO1 and LO2;
 - (ii) At least four (4) practices for monitoring and maintain staff performance and customer interactions, taken from LO3 and LO4; and
 - (iii) 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.

Re-assessment:

This is a competency-based unit (please refer to section on *Requirements to complete unit* for more information]. Candidates of assessment are eligible to three (3) attempts to achieve the required competency within 14 days of their first attempt.

Feedback must be provided to the candidate and sufficient time allowed to prepare for re-assessment (or 're-sit'). The trainer/assessor has the discretion to vary the assessment tasks used in each assessment attempt as long as the:

- a. same competencies are being assessed;
- b. conventional principles of assessment are adhered to.

Failure to achieve the required competency after three (3) attempts on the assessment will require the person studying this Unit to re-enrol for the same unit.

Resource requirements

1. Commercial kitchen
2. Computers for students and staff
3. Internet access for students and staff
4. Relevant readings at the discretion of the unit coordinator/trainer. For example:
 - a. Books or webpages on supervision of commercial cooking environments
 - b. Relevant food legislations (e.g. *Tonga Food Act*) and standards
 - c. Employment relations Act/Bill
5. Unit outline (this document or an adaptation of it)

N.B – the following sections also provide important information regarding resources:

- (I) *Underpinning skills and knowledge* – provides important course information (concepts, knowledge and skills) that training providers can use to develop their own teaching curriculum and resources
- (II) *Important notes and definitions* – provides the definitions of key terms that are learned in the unit.

Moderation Requirements

A training provider is required to:

- 1) Use its existing approved moderation system to moderate the assessment in this unit;
- 2) Plan its assessment and moderation and submit such plan to TNQAB for approval before implementation.

Training providers are encouraged to use their own forms to plan their assessment and moderation. However, standard assessment and moderation plan forms are available on request from TNQAB.

Requirements to complete this unit

1. This is a competency-based unit. A person studying this unit is:
 - (i) Required to demonstrate all Learning outcomes to the expected standards of performance;
 - (ii) Required to attain a 'Competent' grade to fulfil the requirements of the Unit Standard;
 - (iii) Eligible to three (3) attempts to achieve the required competency within 14 days of the first attempt;
2. Failure to achieve the required competency level after three (3) attempts will require the person studying this unit to re-enrol for the same unit.

Important notes and definitions

Notes:

1. The lists provided in the *Underpinning skills and knowledge* section are a guideline to teaching curriculum and resources.
2. This unit is adapted from the NZQA registered standards 27960 version 3 (2015), 27961 version 2 (2015) and 27962 version 2 (2015)
3. The first release (R1) of this unit is now out of date. R1 is NOT equivalent to R2 (this new release of the unit).
4. R2 is the product of a review conducted by the following industry training advisors:
 - (i) Ms Moala Vainikolo,
Cookery Coordinator
Tupou Tertiary Institute (TTI) – Pouono Campus
Neiafu, Vava'u
 - (ii) Mr. William Tovehi
Manager, Niu Lodge
Nuku'alofa
 - (iii) Mr. Tuituiohu Mafi
Cookery instructor

Tonga Maritime Polytechnic
Tonga National University

(iv) Mr. Lopeti Filo
Private cookery consultant
Nuku'alofa

5. The review mentioned above was made possible through support from *Tonga Australia Support Programme (TASP)* and *Tupou Tertiary Institute*.
6. All activities associated with this unit standard must comply with relevant codes of practice, regulations and legislation for workplace health, safety, and environmental protection and any subsequent amendments.
7. In the event that relevant national legislations are not available, those of New Zealand and Australia are to be used for training purposes.
8. Assessors must comply with TNQAB assessment and moderation requirements.

Definitions

1. *Code of conduct* refers to a set of rules, guidelines, and principles that guide behaviour of members of an organization or those with a specific role.
2. *Operational roles* refer to responsibilities that aim primarily at improving an organization's overall operation. Employees in operation roles use their management skills, as well as their interpersonal and communication skills to improve the efficiency of the organization. They usually collaborate with several work-sections to better determine the overall needs and goals of the organization. In a commercial kitchens, employees in operation roles may include:
 - (i) Kitchen managers who oversee daily operations, staff, and food safety.
 - (ii) Head cooks and executive chefs who orchestrate the kitchen, menu development, and budget management.
 - (iii) Sous chefs who manage day-to-day kitchen operations and staff training.
 - (iv) Line cooks who execute dishes with precision and maintain kitchen cleanliness.
3. *Safety practices* refer to measures to help protect people from accidents and injuries. Examples include:
 - (i) Using the correct cookware for the job,
 - (ii) Keeping one's work area clean, and
 - (iii) Being aware of potential hazards such as sharp knives, hot stoves, and slippery floors.
4. *Security practices* refer to measures taken to protect people or business from theft, vandalism, terrorism, and other threats. Examples include:

- (i) implementing access control (e.g. use locks, key cards, PIN codes, etc.) to important areas such as storage rooms, freezer units, and food preparation areas;
 - (ii) implement video surveillance
 - (iii) Install smoke-detectors and fire extinguishers
5. *Standard operating procedures* is a detailed, written set of instructions that outlines the steps for completing a specific task or operation.
 6. *Trade secrets* refer to recipes, customer and vendor lists, and specific ways of doing things in the kitchen, which give the owner an economic advantage over competitors who do not know or use the information.
 7. *Workplace health and safety* (WHS) refers to the practices and systems implemented to protect the health, safety, and well-being of individuals in a work environment. WHS is also known as *occupational health and safety* (OHS),

**Public
comments on
unit**

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.