

CATHSSETA Programme Evaluation Report

Evidence Requirements	b) Learning outcomes defined from S/O's	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c) S/O's are translated into units of knowledge and / or units of skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d) AC's, range statements, EEK's and CCFO's are included in the learning outcomes (units of knowledge and/or units of skill.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

UNIT STANDARDS:

	ID	UNIT STANDARD TITLE	PRE-2009 NQF LEVEL	NQF LEVEL	CREDITS
Core	<u>7738</u>	Clean and restock drinks machines/equipment	Level 2	NQF Level 02	1
Core	<u>7735</u>	Clean and store glassware	Level 2	NQF Level 02	1
Core	<u>7793</u>	Describe layout, services and facilities of the organisation	Level 2	NQF Level 02	1
Core	<u>7801</u>	Describe the sectors of the Hospitality, Travel and Tourism Industries	Level 2	NQF Level 02	2
Core	<u>7612</u>	Handle and dispose of waste	Level 2	NQF Level 02	1
Core	<u>7608</u>	Handle and store cleaning equipment and materials	Level 2	NQF Level 02	1
Core	<u>7799</u>	Maintain a safe working environment	Level 2	NQF Level 02	2
Core	<u>7829</u>	Handle and record refunds	Level 3	NQF Level 03	2
Core	<u>7860</u>	Introduce new staff to the workplace	Level 3	NQF Level 03	1
Core	<u>7796</u>	Maintain a secure working environment	Level 3	NQF Level 03	1
Core	<u>7820</u>	Operate a payment point and process payments	Level 3	NQF Level 03	3
Core	<u>7740</u>	Prepare and clear areas for table service	Level 3	NQF Level 03	1
Core	<u>7745</u>	Provide a carvery/buffet service	Level 3	NQF Level 03	2
Core	<u>7744</u>	Provide a table drink service	Level 3	NQF Level 03	4
Core	<u>7742</u>	Provide a table service	Level 3	NQF Level 03	2
Core	<u>7750</u>	Serve bottled wine	Level 3	NQF Level 03	3
Core	<u>7844</u>	Contribute to the identification	Level 4	NQF Level	1

Issue Date:	12/14/2021	Version:	5	Page	Page 3 of 10
Review Date:	12/14/2021	Last Revision:	12/14/2021	Author	CATHSSETA ETQA

CATHSSETA
Programme Evaluation Report

		of short term supply needs		04	
Core	<u>7821</u>	Develop self within the job role	Level 4	NQF Level 04	3
Core	<u>7869</u>	Maintain a preventative maintenance programme	Level 4	NQF Level 04	3
Core	<u>7846</u>	Maintain the cleaning programme for own area of responsibility	Level 4	NQF Level 04	2
Core	<u>7839</u>	Maintain the receipt, storage and issue of goods	Level 4	NQF Level 04	5
Core	<u>7836</u>	Monitor customer satisfaction	Level 4	NQF Level 04	3
Core	<u>7841</u>	Plan staff training and development in own area of responsibility	Level 4	NQF Level 04	6
Core	<u>7773</u>	Prepare and serve spirits and liqueurs	Level 4	NQF Level 04	5
Core	<u>7827</u>	Source information about self-employment opportunities	Level 4	NQF Level 04	3
Core	<u>7818</u>	Conduct on-the-job coaching	Level 5	Level TBA: Pre-2009 was L5	5
Core	<u>7778</u>	Maintain the drink service	Level 5	Level TBA: Pre-2009 was L5	4
Core	<u>7776</u>	Maintain the table service	Level 5	Level TBA: Pre-2009 was L5	5
Core	<u>7868</u>	Monitor and maintain health, safety and security	Level 5	Level TBA: Pre-2009 was L5	4
Core	<u>7866</u>	Plan, organise and monitor work in own area of responsibility	Level 5	Level TBA: Pre-2009 was L5	3
Core	<u>7769</u>	Recommend, present and serve wines	Level 5	Level TBA: Pre-2009 was L5	6
Core	<u>7780</u>	Supervise the running of a function	Level 5	NQF Level 05	7
Fundamental	<u>7800</u>	Maintain health, hygiene and a professional appearance	Level 1	NQF Level 01	1
Fundamental	<u>7812</u>	Perform basic calculations	Level 2	NQF Level 02	3
Fundamental	<u>7794</u>	Communicate verbally	Level 3	NQF Level 03	8
Fundamental	<u>11235</u>	Maintain effective working	Level 3	NQF Level	1

Issue Date:	12/14/2021	Version:	5	Page	Page 4 of 10
Review Date:	12/14/2021	Last Revision:	12/14/2021	Author	CATHSSETA ETQA

CATHSSETA
Programme Evaluation Report

		relationships with other members of staff		03	
Fundamental	<u>7790</u>	Process incoming and outgoing telephone calls	Level 3	NQF Level 03	3
Fundamental	<u>7791</u>	Display cultural awareness in dealing with customers and colleagues	Level 4	NQF Level 04	4
Fundamental	<u>7822</u>	Prepare written communications	Level 4	NQF Level 04	3
Fundamental	<u>7789</u>	Provide Customer Service	Level 4	NQF Level 04	8
Elective	<u>7813</u>	Identify work opportunities	Level 2	NQF Level 02	2
Elective	<u>7732</u>	Prepare and clear areas for counter service	Level 2	NQF Level 02	1
Elective	<u>7734</u>	Prepare and clear areas for drinks service	Level 2	NQF Level 02	1
Elective	<u>7737</u>	Prepare and clear areas for room service	Level 2	NQF Level 02	1
Elective	<u>14577</u>	Prepare and clear areas for table service	Level 2	NQF Level 02	1
Elective	<u>7733</u>	Prepare and clear areas for take-away service	Level 2	NQF Level 02	1
Elective	<u>7739</u>	Prepare, service and clear function rooms	Level 2	NQF Level 02	2
Elective	<u>7815</u>	Apply for a job or work experience placement	Level 3	NQF Level 03	2
Elective	<u>7758</u>	Maintain cellars/beverage store room	Level 3	NQF Level 03	2
Elective	<u>7756</u>	Prepare kegs and gas cylinders for use	Level 3	NQF Level 03	1
Elective	<u>7760</u>	Provide a drink service for licensed premises	Level 3	NQF Level 03	2
Elective	<u>7781</u>	Maintain external areas	Level 4	NQF Level 04	4
Elective	<u>7753</u>	Prepare and serve cocktails	Level 4	NQF Level 04	2
Elective	<u>7747</u>	Provide a silver service	Level 4	NQF Level 04	2
Elective	<u>7854</u>	Provide First Aid	Level 4	NQF Level 04	4
Elective	<u>7774</u>	Prepare, cook and serve food in the restaurant	Level 5	Level TBA: Pre-2009 was L5	6
Elective	<u>7779</u>	Supervise and maintain	Level 5	Level TBA:	6

Issue Date:	12/14/2021	Version:	5	Page	Page 5 of 10
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