

Domain Title:	HOSPITALITY – CORE SKILLS Organise own work in a hospitality environment	Unit ID: 49
Level: 3		Credits: 2

Purpose

This unit standard specifies the competencies required to organize and successfully complete one's own work tasks in a hospitality environment. People credited with this unit standard are able to: identify task requirements; plan steps to complete tasks; organise own work; and optimise work in a hospitality establishment.

Special Notes

1. Entry information:
 - Prerequisite:
 - Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.
2. Training and assessment related to this unit standard must be undertaken in the context of the Hospitality and Tourism operations and, preferably, in conjunction with training and assessment relating to other relevant technical unit standards from this Subfield.
3. To demonstrate competence evidence of identifying task requirements and planning and organising two different work tasks consistent with work role or function is required as minimum evidence. There must also be documented evidence of regular organising of work to the satisfaction of the establishment or immediate supervisor.
4. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must:
 - be placed under realistic time pressures
 - encounter realistic guest/staff ratios.
5. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturer and/or company guidelines and instructions.
6. Glossary of terms
 - The term *to optimise work* means to perform tasks in the best or most effective manner.

- The term *workflow* refers to the smooth sequence (order) of actions when performing work tasks.
 - *Organise work* means to take the responsibility to arrange or give an orderly structure to work to be done.
 - The term *establishment requirements* or procedures refers to any policy, procedure or agreed requirement, either written or oral, that is made known to the worker for use in their work.
7. Regulations and legislation relevant to this unit standard include the following:
- Labour Act No 11 2007 as amended
 - Tobacco Products Control Act No 1 of 2010
 - The Social Security Act 1994
 - The Employee Compensation Amendment Act 5 of 1995
 - Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and who comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on www.nta.com.na

Elements and Performance Criteria

Element 1: Identify task requirements

Performance Criteria

- 1.1 Task requirements are identified from written or verbal work instructions.
- 1.2 Task requirements are confirmed with supervisor, as required, in line with establishment procedures.

Element 2: Plan steps to complete tasks

Performance Criteria

- 2.1 Key steps required to complete tasks are identified in line with establishment procedures.
- 2.2 Steps are planned in conjunction with other personnel to ensure achievement of work requirements in accordance with establishment procedures.

Element 3: Organise own work

Range

Documentation may include but is not limited to time sheets, work records, attendance sheets, stock lists, repair or refurbishment schedules.

Performance Criteria

- 3.1 Work activity is organised with other involved personnel allowing for relevant human factors and using relevant communication processes to ensure tasks are completed safely and within agreed timeframe.
- 3.2 All necessary documentation related to work planning and progress is completed and recorded in accordance with establishment procedures.

Element 4: Optimise work in a hospitality establishment

Range

Resources may include but are not limited to labour, materials and equipment commonly used in a hospitality establishment.

Performance Criteria

- 4.1 Work is performed in a manner that optimises the use of resources.
- 4.2 Work is performed in a manner that maintains an efficient and effective workflow.

Registration Data

Subfield:	Hospitality and Tourism
Date first registered:	28 September 2006
Date this version registered:	15 November 2012
Anticipated review:	2017
Body responsible for review:	Namibia Training Authority