

Domain	HOSPITALITY OPERATIONS	Unit ID: 511
Title:	Train staff in job skills in a hospitality establishment	
Level: 4		Credits: 8

Purpose

This unit standard specifies the competency required to train staff in job skills in a hospitality establishment. It includes preparing and delivering training, providing opportunities for practice and reviewing training. This unit standard is intended for those who work as supervisors in the hospitality and tourism industry.

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. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
 3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
 4. *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.
 5. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.
 6. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act, 15 of 2004
 - Social Security Act, Act no. 34 of 1994
 - Occupational Health and Safety Regulations No.18, 1997 and all subsequent amendments to any of the above.

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 which 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. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na

Elements and Performance Criteria

Element 1: Prepare for training

Range

Identifying training needs may include but is not limited to industry, establishment or other performance competency standards; industry or workplace training practices; job descriptions; results of training needs analyses; business plans of the establishment which identify skill development requirements; standard operating and/or other workplace procedures.

Appropriate personnel may include but is not limited to team leaders, supervisors or technical experts; managers or employers; training and assessment coordinators; training participants; representative government regulatory bodies; union or employee representatives; consultative committees; assessors.

Performance Criteria

- 1.1 Specific needs for training are identified and confirmed through consultation with appropriate personnel in line with establishment procedures.
- 1.2 Training objectives are matched to identify competency development needs in line with establishment procedures.
- 1.3 Training approaches are planned and documented in line with establishment procedures.

Element 2: Deliver training

Range

Training sessions include one to one demonstration or small group demonstration (2 to 5 persons).

Resources may include but are not limited to time; location; personnel; materials and equipment; OHS and other workplace requirements; establishment or industry standard operating procedures; finances or costs.

Strategies and techniques may include but are not limited to active listening; targeted questioning; points of clarification; group discussions; demonstrations; visual aids; repetition; summarizing; role-play.

Performance Criteria

- 2.1 Training is conducted in a safe and accessible environment in line with establishment procedures.

- 2.2 Training delivery methods are selected appropriate to training participant(s) needs, trainer availability, location and resources in line with establishment procedures.
- 2.3 Strategies and techniques are employed which facilitate the learning process in line with establishment procedures.
- 2.4 Objectives of the training, sequence of activities and assessment processes are discussed with training participant(s) in line with establishment procedures.
- 2.5 A systematic approach is taken to training and the approach is revised and modified to meet specific needs of training participant(s) in line with establishment procedures.

Element 3: Provide opportunities for practice

Range

Characteristics of training participant may include but are not limited to information in relation to language, literacy and numeracy needs; cultural and educational background; gender; physical ability; level of confidence, nervousness or anxiety; age; previous experience with the topic; experience in training and assessment.

Components of competency include task skills; task management skills; contingency management skills; job or role environment skills; transfer and application of skills and knowledge of new contents.

Training delivery methods and opportunities for practice may include but are not limited to presentations; demonstrations; explanations; problem solving; mentoring; experiential learning; group work; on the job coaching; job rotation; a combination of the above.

Performance Criteria

- 3.1 Practice opportunities are provided to ensure that the participant achieves the components of competency in line with establishment procedures.
- 3.2 Various methods for encouraging learning are implemented to provide diverse approaches to meet the individual needs of participants in line with establishment procedures.

Element 4: Review training

Performance Criteria

- 4.1 Participants are encouraged to self evaluate performance and identify areas for improvement in line with establishment procedures.
- 4.2 Participants' readiness for assessment is monitored and assistance provided in the collection of evidence of satisfactory performance in line with establishment procedures.

- 4.3 Training is evaluated in the context of self-assessment, participant feedback, supervisor comments and measurements against objectives in line with establishment procedures.
- 4.4 Training details are recorded according to establishment and legislative requirements.
- 4.5 Results of evaluation are used to guide further training in line with establishment procedures.

Registration Data

Subfield:	Hospitality and Tourism
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