

	<b>Unit ID: 558</b>
<b>Domain</b>	<b>COMMERCIAL COOKERY AND CATERING</b>
<b>Title:</b>	<b>Manage catering for an event or function</b>
<b>Level: 5</b>	<b>Credits: 18</b>

### Purpose

People credited with this unit standard are able to: confirm overall event objectives and scope of event or function; prepare the catering concept for an event or function; prepare and implement an operational plan for the catering of an event or function; and develop and update catering event industry knowledge.

### Special Notes

1. Entry information

Prerequisites:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills
- Unit 292 *Practice food safety methods in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. 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
- use commercial equipment for both training and assessment
- encounter realistic customer/staff ratios.

While the end user in the assessment activity need not be a client, there must be documented evidence of multiple occasions where the candidate has produced product or similar for clients who have the expectations of a paying guest.

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. Glossary

- *Events or functions* refers to all types of events including conferences; symposia; exhibitions; festivals; promotions; shows; sporting events; parades; cultural celebrations; trade and consumer shows; social events; public events; corporate events; charitable, fund-raising events.

- *Stakeholders* may include but are not limited to event customer; suppliers and contractors; local community; government officials; organising committees; local authorities; colleagues; entertainers.
  - *Ancillary services* may relate to theme and décor; management of event; staffing; logistics.
  - The term *establishment requirements* or procedures refers to any policy, procedure, recipe, or agreed requirement, either written or oral, that is made known to the worker for use in their work.
  - *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
  - '*Specifications*' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
5. 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
  - Namibia Tourism Board Act 21 of 2000
  - Transformation on Economic Social Empowerment Framework (draft Broad-based Black Economic Empowerment policy April 2008)
  - Liquor Act 6 of 1998
  - Public Health Amendment Act 45 of 1976
  - The International Health Regulation Act 28 of 1974
  - Regulations relating to the Health and Safety of employees at work, 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 who meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and who comply with 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](http://www.nta.com.na)

## **Elements and Performance Criteria**

### **Element 1: Confirm overall event objectives and scope of event or function**

#### **Range**

*Events and functions* may be in a central location or across a range of smaller locations indoors or outdoors.

*Key information relevant to the broad scope of the event* may include but are not limited to purpose; concept; style and theme; date, time and venue; client requirements; audience or market; overall budget estimate.

#### **Performance Criteria**

- 1.1 The key objectives of the event or function are clarified and agreed in consultation with stakeholders in line with establishment procedures.
- 1.2 Key information is analysed and stakeholders are consulted to determine the broad scope of the event including the size and number of guests/delegates and the location, time, duration and budget for event or function.
- 1.3 The factors which may positively or negatively impact on the catering for the event or function are identified and analysed in line with establishment procedures.

### **Element 2: Prepare the catering concept for an event or function**

#### **Range**

*Key elements to be considered in arranging event catering* may include but are not limited to type of food; style of service; timing of service; link between food and other aspects of the event (e.g. speeches); production and transport issues; catering staff requirements; liaison with others involved in the event.

*Operational procedures* may include but are not limited to costing of components and total catering; management; staffing and contracting; roles and responsibilities; logistics and transport details; resources e.g. venue, commodities, machinery, vehicles and staff; security arrangements; purchasing of food, materials and equipment; storage of food, production and distribution of food and beverage.

#### **Performance Criteria**

- 2.1 The key elements of the catering event are identified and defined in consultation with the customer and other relevant stakeholders in line with establishment procedures.
- 2.2 Personal ideas and suggestions on the overall event concept, theme and format and ancillary services are made, according to scope of responsibility, in line with establishment procedures.

- 2.3 Creative elements are incorporated into the catering concept and theme in line with establishment procedures.
- 2.4 The operational procedures, including practicality and cohesiveness of the catering concept, theme and format are verified through consultation and analysis in line with establishment procedures.

### **Element 3: Prepare and implement an operational plan for the catering of an event or function**

#### **Range**

*Protocol requirements* may include but are not limited to singing of the National Anthem, position of and raising the Namibian flag, position of and raising the OAU flag, entry and seating arrangements, security requirements.

#### **Performance Criteria**

- 3.1 An operational plan is prepared for the provision of catering and ancillary services and identifies steps, activities and sequence in line with the catering concept and establishment procedures.
- 3.2 Appropriate risk management is incorporated into the plan in line with establishment procedures.
- 3.3 The plan recognises any relevant protocols.
- 3.4 Details of the event are reviewed, verified and finalised with the customer and/or management in line with establishment procedures.
- 3.5 Accurate and complete information on the catering concept and operational plans is provided to all relevant stakeholders to ensure timely and effective planning and implementation.
- 3.5 Approval is obtained or verified from relevant stakeholders prior to implementation in line with establishment procedures.
- 3.6 The catering plan for the event is implemented and monitored, making adjustments as required in line with customer requirements and establishment procedures.
- 3.7 Feedback is obtained after the event and plans are reviewed to evaluate the degree to which objectives and customer requirements were met in line with establishment procedures.

### **Element 4: Develop and update catering event industry knowledge**

#### **Range**

*Information on the structure and operation of the catering event industry* relates to but is not limited to: industry structure; different event types and staging elements;

event protocols; major industry bodies/associations; impacts of events on local economies; career opportunities; use of knowledge of the event industry in the correct context to enhance the quality of work performance.

*Ethical industry practices in the context of events* may include but are not limited to commission procedures; bookings at venues; confidentiality; overbooking; sub-contracting; pricing.

*Legal issues in the context of events* may include but are not limited to public liability; duty of care; licensing; risk management; occupational health and safety.

*Technologies* that impact on the catering event organisation process may relate to but are not limited to: project management systems; delegate registration and tracking systems; CAD systems; internal venue booking systems.

*Opportunities to update knowledge* may include but are not limited to: industry seminars; training courses; industry association membership; participation in events industry association activities; informal networking with colleagues; reading industry journals; web research.

### **Performance Criteria**

- 4.1 Information on the structure and operation of the catering event industry is sourced and, where relevant, applied.
- 4.2 Information on ethical and legal issues impacting on the catering event industry is sourced and applied, including information on legal and ethical issues and day-to-day event organisation activities in accordance with legal obligations and ethical industry practices.
- 4.3 Information on catering event industry technology is obtained, including current and emerging technologies that impact on the event organisation process in line with establishment procedures.
- 4.4 The impact of new technologies on the catering event organisation is assessed and, where relevant, incorporated into day-to-day work activities.
- 4.5 Catering event industry knowledge is updated, shared with customers and colleagues and, where relevant, incorporated into day-to-day work activities.

### **Registration Data**

<b>Subfield:</b>	Hospitality and Tourism
<b>Date first registered:</b>	13 November 2008
<b>Date this version registered:</b>	15 November 2012
<b>Anticipated review:</b>	2017
<b>Body responsible for review:</b>	Namibia Training Authority