



NATIONAL CERTIFICATES (VOCATIONAL)

SUBJECT GUIDELINES

HOSPITALITY GENERICS

NQF LEVEL 2

September 2007

INTRODUCTION

A. What is Hospitality Generics?

Hospitality Generics enables the student to understand the sectors of the tourism and hospitality industries and explore their related work opportunities. It also contains broad knowledge, skills and values required to operate hygienically and safely in the hospitality environment. Hospitality Generics equips the student to understand the dynamics of teams and work effectively as a team member. It enables students to plan and cost menus, operate payment points and computers and maintain booking systems. It also empowers students to develop themselves in job roles and explore self-employment opportunities.

B. Why is Hospitality Generics important in the Hospitality programme?

Hospitality Generics addresses three very important aspects of working effectively in the hospitality industry namely hygiene, safety and teamwork. The subject provides students with knowledge and understanding of hygiene and safety principles and enables them to apply it effectively. Teamwork forms the basis of most hospitality operations. Thorough understanding of team dynamics and related practical applications throughout the programme enable students to work effectively in teams.

C. The link between Hospitality Generics Learning Outcomes and the Critical and Developmental Outcomes

The student will be able to apply the important principles of teamwork through developing interdependence and self-discipline. Students will be able to use technology effectively and critically, showing responsibility to the environment and the health, safety and security of other people in the hospitality industry.

The following Critical Outcomes are addressed by Hospitality Generics

- Identify and solve problems in which responses display that responsible decisions, using critical and creative thinking, have been made.
- Work effectively with others as a member of a team, group, organisation or community.
- Organise and manage oneself and one's activities responsibly and effectively.
- Collect, analyse, organise and critically evaluate information.
- Communicate effectively using visual, mathematical and/or language skill in the modes of oral and/or written presentation.

D. Factors that contribute to achieving Hospitality Generics Learning Outcomes

Students who choose the hospitality industry as a career have to understand why safety, hygiene and teamwork are so important to all areas of the industry. Students who open themselves to acquire knowledge of these aspects will be able to apply the principles successfully. Students with an interest in hospitality-related computer software will find point of sale and booking system applications exciting and challenging. The subject requires students to work individually and in teams in an organised, disciplined manner. Students must be able to follow instructions and take responsibility for their actions.

HOSPITALITY GENERICS – LEVEL 2

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1 DURATION AND TUITION TIME

This is a one-year instructional programme comprising 200 teaching and learning hours. The subject may be offered on a part-time basis provided the student meets all the assessment requirements.

Students with special education needs (LSEN) must be catered for in a way that eliminates barriers to learning.

2 SUBJECT LEVEL FOCUS

The student will be able to:

- Understand the nature of the hospitality, tourism and travel industries and take advantage of the employment opportunities on offer.
- Work in an efficient and effective way, individually and in teams.
- Operate in the hospitality environment in accordance with applicable health, safety and security legislation and practices.
- Identify, operate and use basic kitchen and service equipment in accordance with operational procedures.

3 ASSESSMENT REQUIREMENTS

3.1 Internal assessment (50 percent)

3.1.1 Theoretical component

The theoretical component forms 40 percent of the internal assessment mark.

Internal assessment of the theoretical component in Hospitality Generics Level 2 takes the form of observation, class questions, group work, informal group competitions with rewards, individual discussions with students, class, topic and semester tests and internal examinations. Lecturers can observe students when marking exercises from the previous day and asking class questions.

Assignments, case studies and tests can be completed at the end of a topic. Tests and internal examinations must form part of the internal assessment.

3.1.2 Practical component

The practical component forms 60 percent of the internal assessment mark.

Practical components include applications and exercises. All practical components must be indicated in a Portfolio of Evidence (PoE).

Internal assessment of the practical component in Hospitality Generics Level 2 takes the form of assignments, practical exercises, case studies and practical examinations in a simulated environment.

Students may complete practical exercises daily. Assignments and case studies can be completed at the end of a topic. Practical examinations can form part of internal practical assessment.

- **Some examples of practical assessments include, but are not limited to:**
 - A. Presentations (lectures, demonstrations, group discussions and activities, practical work, observation, role-play, independent activity, synthesis and evaluation)
 - B. Exhibitions by students
 - C. Visits undertaken by students based on a structured assignment task
 - D. Research
 - E. Task performance in a “Structured Environment”

- **Definition of the term “Structured Environment”**

For the purposes of assessment, “Structured Environment” refers to a simulated workplace or workshop environment. The practical assessment of Hospitality Generics should be integrated with food preparation and services assessments.

- **Evidence in practical assessments**

All evidence pertaining to evaluation of practical work must be reflected in the students’ Portfolio of Evidence (PoE). The tools and instruments constructed and used to conduct these assessments must be clear from the evidence contained in the Portfolio of Evidence (PoE).

3.1.3 Processing of internal assessment mark for the year

A year mark out of 100 is calculated by adding the marks of the theoretical component (40 percent) and the practical component (60 percent) of the internal continuous assessment (ICASS).

3.1.4 Moderation of internal assessment mark

Internal assessment is subjected to internal and external moderation procedures as set out in the *National Examinations Policy for FET College Programmes*.

3.2 External assessment (50 percent)

A National Examination is conducted annually in October or November by means of a paper(s) set and moderated externally. A practical component will also be assessed.

External assessment details and procedures are set out in the *Assessment Guidelines: Hospitality Generics (Level 2)*.

4 WEIGHTED VALUES OF TOPICS

TOPICS	WEIGHTED VALUE
1. Sectors of the Hospitality and Tourism Industries	10
2. Teamwork	20
3. Personal Health, Hygiene and Professional Appearance	10
4. Food Hygiene	20
5. Handle and Dispose of Waste	20
6. Clean, Maintain and Store Equipment	10
7. Cleaning Equipment and Materials	10
TOTAL	100

5 CALCULATION OF FINAL MARK

Internal assessment mark: Student’s mark/100 x 50 = a mark out of 50 (a)

Examination mark: Student’s mark/100 x 50 = a mark out of 50 (b)

Final mark: (a) + (b) = a mark out of 100

All marks are systematically processed and accurately recorded to be available as hard copy evidence for, amongst others, reporting, moderation and verification purposes.

6 PASS REQUIREMENTS

The student must obtain at least fifty (50) percent in ICASS and fifty (50) percent in the examination.

7 SUBJECT AND LEARNING OUTCOMES

On completion of Hospitality Generics Level 2, the student should have covered the following topics:

- Topic 1: Sectors of the Tourism and Hospitality Industries
- Topic 2: Teamwork
- Topic 3: Personal Health, Hygiene and Professional Appearance
- Topic 4: Food Hygiene
- Topic 5: Handle and Dispose of Waste
- Topic 6: Clean, Maintain and Store Equipment
- Topic 7: Cleaning Equipment and Materials

7.1 Topic 1: Sectors of the Tourism and Hospitality Industries

Subject Outcome 1: Identify the various sectors in the hospitality and tourism industries and determine the factors influencing the industry's productivity and the importance of good service for the South African economy.

Learning Outcomes:

The student should be able to:

- Identify the main sectors of the hospitality, travel and tourism industries. Understand the key services provided by each sector and how they relate to each other.
- Understand the concept of national heritage and describe it in a South African context.
- Describe how South Africa benefits from the hospitality, travel and tourism industries. Identify the factors that can adversely affect these sectors.
- Identify the sectors of the hospitality industry and the key services provided by each sector.
- Identify career paths in the hospitality sector and learning and development opportunities to support these paths.
- Source information on the hospitality, travel and tourism industries.

7.2 Topic 2: Teamwork

Subject Outcome 1: Identify the structure and purpose of a particular team.

Learning Outcome:

The student should be able to:

- Identify the structure and purpose of a particular team in a workplace or learning environment.

Subject Outcome 2: Describe and carry out the roles and responsibilities required to work in a team.

Learning Outcome:

The student should be able to:

- Describe and carry out the roles and responsibilities required to work in a team in a workplace.

Subject Outcome 3: Identify factors affecting a team in workplace and learning environments.

Learning Outcome:

The student should be able to:

- Identify and describe the factors affecting teams in your workplace or learning environment.

Subject Outcome 4: Describe the workplace and learning environment organisation.

Learning Outcome:

The student will be able to:

- Describe the workplace or learning environment organisation and identify its influence on team members and the team.

Subject Outcome 5: Review the effectiveness of a team.

Learning Outcome:

The student will be able to:

- Review the effectiveness of a team and own participation in the team in workplace or learning environments.

7.3 Topic 3: Personal Health, Hygiene and Professional Appearance

Subject Outcome 1: Understand the importance of and demonstrate good personal health and hygiene practices and professional appearance when dealing with customers.

Learning Outcomes:

The student should be able to:

- Explain the importance of maintaining personal hygiene practices and health habits in a food service environment.
- Define personal hygiene according to standard hygiene principles for the hospitality industry.
- Know how to maintain personal hygiene in accordance with organisational guidelines.
- Identify and follow personal health practices that prevent contamination of food (including the washing of hands in accordance with procedure).
- Explain why cuts and grazes should be well covered.
- Identify and report illnesses that can contaminate food and the food environment.
- Know what procedure to follow if one becomes ill on or off duty.
- Demonstrate appropriate dress codes for hospitality work activities. Understand why these dress codes are necessary.

7.4 Topic 4: Food Hygiene

Subject Outcome 1: Maintain health and hygiene in a food environment.

Learning Outcomes:

The student should be able to:

- Define food hygiene according to acceptable food industry principles and explain the importance of hygienic practices.
- Demonstrate an understanding of all the relevant food hygiene regulations.
- Explain the importance of food safety and the effect of human health and hygiene on food safety.

Subject Outcome 2: Demonstrate knowledge of micro-organisms in a food environment. Micro-organisms refer to bacteria, yeasts, moulds and food viruses.

Learning Outcomes

The student should be able to:

- Define microbiology, organisms and micro-organisms and explain where they exist in nature.
- Classify micro-organisms that use food products and raw materials as a source.
- Identify the advantages and disadvantages of micro-organisms in terms of their roles in food production, the environment and health.

Subject Outcome 3: Demonstrate knowledge of the growth and reproduction of micro-organisms.

Learning Outcomes:

The student will be able to

- Describe the growth and reproduction requirements of micro-organisms.
- Explain the difference between inhibiting microbial growth and killing micro-organisms.
- Identify and apply methods to prevent microbial growth and reproduction.

Subject Outcome 4: Identify microbiological critical control points in a food environment.

Learning Outcomes:

The student should be able to:

- Identify factors contributing to microbial spread or containment.
- Identify and apply best food handling practices and procedures.
- Identify and describe microbiological critical control points including areas of microbiological cross-contamination, actions and procedures that can jeopardise food safety.
- Prevent microbiological cross-contamination in food processing areas and procedures.

7.5 Topic 5: Handle and Dispose of Waste

Subject Outcome 1: Handle and dispose of waste in accordance with organisational requirements, understanding the importance of disposing of waste correctly.

Learning Outcomes:

The student should be able to:

- Identify different types of waste and methods of handling waste in accordance with hygiene, health and safety procedures.
- Know how to clean all refuse containers in accordance with hygiene, health and safety procedures.
- Understand the various methods of waste treatment and disposal and how to prepare waste for collection.
- Operate the appropriate waste handling equipment in accordance with health and safety procedures.
- Understand the concept and practice of recycling and how it is applied in the hospitality industry.
- Respond appropriately to unexpected situations such as machine failure, spillages or accidents.

7.6 Topic 6: Clean, Maintain and Store Equipment

Subject Outcome 1: Handle and maintain utensils and equipment to the correct hygiene levels and store all items correctly.

Learning Outcomes:

The student should be able to:

- Identify utensils and equipment and their correct use.
- Clean, maintain and store utensils and equipment correctly.
- Identify responses to unexpected situations.

7.7 Topic 7: Cleaning Equipment and Materials

Subject Outcome 1: Handle and store cleaning equipment and materials, understanding the importance of maintaining equipment in good working order.

Learning Outcomes:

The student should be able to:

- Understand and apply the procedure for storing cleaning materials and equipment.
- Understand the importance of preventing unauthorised access.
- Store cleaning materials and equipment appropriately. Maintain a clean and tidy store area.
- Check that cleaning equipment is in good working order.
- Demonstrate ability to deal with unexpected situations such as a machine breakdown, electric shock and store break-in.

8 RESOURCE NEEDS FOR THE TEACHING OF HOSPITALITY GENERICS – LEVEL 2

8.1 Physical resources

- Cleaning stores area
- Waste disposal equipment
- Safety equipment
- Computer access
- Video recorder for recording of simulated interview

8.2 Human resources

- Lecturer with at least NQF Level 5 Hospitality training and industry experience

8.3 Consumables

- Cleaning equipment and materials
- Cleaning chemicals