

Unit mapping

KQ: Knowledge questions

KQ

PA

PA: Practical assessment – Task (T), Workplace Skills (WS)

Elements and performance criteria

E 1 Identify purpose and scope of the event

PC 1.1	Discuss and clarify purpose of event or function with stakeholders to inform planning	Q 1.1 Q 1.2.a Q 1.2.b Q 1.2.c	T 1c-e
PC 1.2	Accurately identify specific customer needs and preferences and determine catering requirements	Q 1.4.a Q 1.4.b Q 1.4.c Q 1.5 Q 1.6.a Q 1.6.b	T 2a-b

E 2 Prepare catering proposal

PC 2.1	Collect and collate operational information for the event and venue	Q 2.2 Q 2.3.a Q 2.3.b Q 2.4	T 3b T 3d T 3f
PC 2.2	Analyse operational factors influencing catering and consult with stakeholders to determine overall approach	Q 2.5 Q 2.6 Q 2.7 Q 2.8.b Q 2.9	T 4a-d T 4f WS 3
PC 2.3	Contribute ideas to event concept, theme and format and incorporate creative elements into the catering proposal	Q 2.10 Q 2.11 Q 2.12	T 4h T 5p
PC 2.4	Verify operational and service practicality of the catering proposal through consultation and analysis	Q 2.13.a Q 2.13.b Q 2.14 Q 2.15.a Q 2.15.b	T 4a-d
PC 2.5	Present proposal including accurate information on range, price and style of catering products and services	Q 2.16.a Q 2.16.b Q 2.17	T 5g T 5l-n
PC 2.6	Obtain approval to proceed with catering	Q 2.18.a Q 2.18.b	T 5i

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E 3 Prepare and implement operational plan

PC 3.1	Prepare an operational plan for provision of catering and ancillary products and services, identifying steps, activities and sequence	Q 3.1.a Q 3.1.b Q 3.1.c Q 3.1.d Q 3.2 Q 3.3.a Q 3.3.b	T 6a-s
PC 3.2	Incorporate food safety and risk management issues into plan	Q 3.4.a Q 3.4.b Q 3.5 Q 3.6	T 6k T 6l T 6r
PC 3.3	Review, verify and finalise details with client	Q 3.7	T 7a-c
PC 3.4	Provide accurate information on operational plans to relevant personnel to ensure effective implementation	Q 3.8.a Q 3.8.b Q 3.8.c Q 3.9.a Q 3.9.b	T 8a-c
PC 3.5	Implement and monitor catering plan for the event, making adjustments as required	Q 3.10 Q 3.11.a Q 3.11.b	T 9a-h
PC 3.6	Obtain feedback from customer and operational staff after the event to inform future catering activities	Q 3.12.a Q 3.12.b Q 3.12.c Q 3.12.d	T 10a-e

Knowledge evidence

KE 1	Purpose and format of different types of events or functions where catering is required: <ul style="list-style-type: none"> ▪ balls ▪ banquets ▪ conferences ▪ corporate events ▪ defence operations ▪ exhibitions or trade shows ▪ religious celebrations ▪ social celebrations ▪ sporting events ▪ themed events ▪ wakes ▪ weddings 	Q 1.1 Q 2.11	T 1-10
KE 2	Roles and responsibilities of people involved in the delivery of the event or function, including: <ul style="list-style-type: none"> ▪ staff ▪ attendees ▪ officials ▪ venue personnel ▪ suppliers or service providers 	Q 2.8.a Q 3.8.c Q 1.3.b Q 1.3.a Q 1.3.a Q 1.3.a	
KE 3	Operational factors influencing catering requirements, including: <ul style="list-style-type: none"> ▪ budget ▪ concept, style and theme ▪ date, time and duration ▪ attendee numbers and profile ▪ location of: <ul style="list-style-type: none"> – food production kitchen – service venue ▪ nature and parameters of the venue: <ul style="list-style-type: none"> – type – climatic conditions – internal – external ▪ dimensions of delivery access and storage areas 	Q 2.3.a Q 2.3.a Q 2.10 Q 2.3.a Q 2.3.a Q 2.8.b Q 2.3.b Q 2.3.b Q 2.3.b Q 2.3.b	

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	▪ access to cooking facilities	Q 2.3.b	
	▪ available cooking equipment and its condition	Q 2.3.b	
	▪ off and on-site staff requirements	Q 2.8.a	
	▪ resources that will be used:		
	– physical	Q 2.8.c	
	– human	Q 2.8.a	
	– food and beverage supplies	Q 2.8.b	
	▪ suppliers, and supply and cost specifications	Q 1.3 Q 2.3.a Q 2.8.b Q 3.6 Q 3.9.b	
	▪ special, new or hired equipment required to provide catering	Q 2.8.c	
	▪ transportation requirements and timelines	Q 2.13.a	
KE 4	Basic requirements for delivery of catering for events or functions:		
	▪ ancillary products and services	Q 3.3.b	T 6i
	▪ beverage	Q 2.8.b Q 2.9 Q 3.6 Q 3.9.b	T 6j T 6k
	▪ food, including:	Q 1.4.c Q 3.6	T 6m
	– cultural food requirements		
	– special dietary needs		
	▪ menu types, including:		
	– à la carte	Q 3.2	T 6n
	– buffet	Q 3.6	T 6n
	– set menu	Q 2.8.b	T 6n
	▪ link between food service and other aspects of the event	Q 2.8.a Q 2.9 Q 3.3	T 8c
	▪ style of service	Q 2.8.b Q 2.10 Q 2.11	T 6n
	▪ timing of service	Q 2.9	T 6o

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		KQ	PA
KE 5	Operational factors that affect catering delivery for an event or function:		
	▪ conflicting activities in venue food preparation and storage areas	Q 2.15.a Q 2.15.b	T 6h
	▪ food production timelines and staffing roles and responsibilities: <ul style="list-style-type: none"> – production kitchen – venue or service kitchen 	Q 2.8.a Q 3.3	T 6o-p
	▪ purchasing of food, beverage, materials and equipment	Q 3.6 Q 3.9.b	T 6j
	▪ recycling and environmentally sound disposal practices for kitchen waste and hazardous substances	Q 3.9.a	T 6s
	▪ risk management issues	Q 3.4.a Q 3.4.b Q 3.5 Q 3.6 Q 3.9.b	T 6l T 6r
	▪ security arrangements	Q 3.6	T 6r
	▪ service staff roles and responsibilities	Q 2.8.a Q 3.8.c	T 6p
	▪ service timelines for food and beverage	Q 3.3	T 6o
	▪ management of on-site resources:		
	– venue	Q 3.6	T 6q
	– commodities	Q 3.9.b	T 6k
	– equipment	Q 3.6 Q 3.9.b	T 6q
	– machinery	Q 3.9.b	T 6q
	▪ staffing and contracting	Q 2.8.a Q 2.13.b Q 3.8.c	T 6l T 6p
	▪ storage of food and beverage	Q 2.3.b Q 3.6 Q 3.9.b	T 6k
	▪ venue event management	Q 3.1.d	T 6q T 10a

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KE 6	Formats and content for:	
	<ul style="list-style-type: none">catering proposals	Q 2.1 Q 2.3.a Q 2.3.b Q 2.15
	<ul style="list-style-type: none">operational plans used to manage the delivery of catering for an event or function	Q 3.1.a Q 3.1.c Q 3.3 Q 3.5 Q 3.6
KE 7	Potential risk management issues relating to delivery of catering products and services:	
	<ul style="list-style-type: none">availability and reliability of equipment	Q 3.6
	<ul style="list-style-type: none">beverage dispensing system safety	Q 3.6
	<ul style="list-style-type: none">cooking and service times	Q 3.6
	<ul style="list-style-type: none">customer preferences and inherent risks	Q 2.18.b Q 3.6
	<ul style="list-style-type: none">food safety issues	Q 3.5 Q 3.6
	<ul style="list-style-type: none">impacts of bad weather conditions on catering delivery	Q3.6
	<ul style="list-style-type: none">potential non-delivery of supplies from unknown supplier	Q 3.6
	<ul style="list-style-type: none">power sources and back-up options	Q 3.6
	<ul style="list-style-type: none">problems with maintaining food quality and safety during storage, preparation and display at the event	Q 3.6
	<ul style="list-style-type: none">product price fluctuations	Q 3.6
	<ul style="list-style-type: none">requirement for public liability and other insurances	Q 3.6
	<ul style="list-style-type: none">seasonal fluctuations in food prices	Q 3.6
	<ul style="list-style-type: none">seasonal non-availability of food and beverage ingredients	Q 3.6
	<ul style="list-style-type: none">size and availability of on-site food preparation and storage areas	Q 3.6
	<ul style="list-style-type: none">venue access and impacts on food preparation to meet deadlines	Q 3.6
KE 8	Organisation-specific procedures relating to:	Q 3.9.a
	<ul style="list-style-type: none">food safety	Q 3.9.b
	<ul style="list-style-type: none">environmental management	
	<ul style="list-style-type: none">risk management	

Performance evidence

PE 1	Prepare catering proposals in response to diverse customer requirements for at least three different event or function types as specified in the knowledge evidence	T 1-5
PE 2	Prepare practical operational plans for each of the above events and functions that specify arrangements for all basic requirements for catering delivery as specified in the knowledge evidence	T 6
PE 3	Ensure above operational plans include consideration of the different operational factors that affect catering delivery as specified in the knowledge evidence	T 6
PE 4	Complete proposals and plans within commercial time constraints	T 5g T 8a WS 1

Foundation skills

FS 1	Reading skills to: <ul style="list-style-type: none"> read and interpret written feedback and detailed venue information 	T 3b T 10c
FS 2	Writing skills to: <ul style="list-style-type: none"> write comprehensive catering proposals and complex operational plans 	T 5a T 5e T 5h T 5j-r T 6b T 6d-r
FS 3	Oral communication skills to: <ul style="list-style-type: none"> use active listening and open and closed questioning to consult on catering requirements with customers and other stakeholders 	T 1c T 1d T 4f T 4g
FS 4	Numeracy skills to: <ul style="list-style-type: none"> calculate number of catering products and services required for the event or function calculate timings for the preparation and service of food 	T 6c T 4e

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FS 5	Problem-solving skills to:	
	<ul style="list-style-type: none">analyse operational factors influencing catering	T 4c T 4d WS 3
	<ul style="list-style-type: none">respond to operational difficulties when implementing the plan and identify when assistance is required from colleagues and external specialists	T 9e-f WS 2 WS 4
	<ul style="list-style-type: none">identify deficiencies in proposals and plans and make adjustments	T 5b T 5e T 5h T 9d-f WS 2 WS 4
FS 6	Initiative and enterprise skills to:	T 4h
	<ul style="list-style-type: none">explore a range of product concepts to improve the event theme and format	
FS 7	Planning and organising skills to:	T 1c-e
	<ul style="list-style-type: none">access and sort information required for catering proposals and plans, and write and submit them within designated deadlines	T 2a T 2b T 3b T 3d T 3f T 4a T 4b T 5g WS 1
FS 8	Technology skills to:	T 5a
	<ul style="list-style-type: none">use computers, word processing, presentation and spreadsheet software packages	T 6b