TRAINING REGULATIONS

BREAD AND PASTRY PRODUCTION NC II

TOURISM SECTOR
(HOTEL AND RESTAURANT)

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY

East Service Road, South Superhighway, Taguig City, Metro Manila

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TOURISM SECTOR

BREAD AND PASTRY PRODUCTION NC II

BREAD AND PASTRY PRODUCTION NC II

SECTION 1   BREAD AND PASTRY PRODUCTION NC II QUALIFICATION

The **BREAD AND PASTRY PRODUCTION NC II** Qualification consists of competencies that person must achieve to be able to clean equipment , tools and utensils and prepare, portion and plate pastries, breads and other dessert items to guests in hotels, motels, restaurants, clubs, canteens, resorts and luxury lines/cruises and other related operations.

This Qualification is packaged from the competency map of **Tourism Sector (Hotels and Restaurants)** as shown in Annex A.

The Units of Competency comprising this Qualification include the following:

CODE NO.	BASIC COMPETENCIES
500311105	Participate in workplace communication
500311106	Work in team environment
500311107	Practice career professionalism
500311108	Practice occupational health and safety procedures

CODE NO.	COMMON COMPETENCIES
TRS311201	Develop and update industry knowledge
TRS311202	Observe workplace hygiene procedures
TRS311203	Perform computer operations
TRS311204	Perform workplace and safety practices
TRS311205	Provide effective customer service

CODE NO.	CORE COMPETENCIES
TRS741379	Prepare and produce bakery products
TRS741380	Prepare and produce pastry products
TRS741342	Prepare and present gateaux, tortes and cakes
TRS741344	Prepare and display petits fours
TRS741343	Present desserts

A person who has achieved this Qualification is competent to be:

❑ Commis - Pastry
❑ Baker

(NOTE: This is an amendment of the TR for Baking/Pastry Production NC II)

SECTION 2   COMPETENCY STANDARDS

This section gives the details of the contents of the basic, common and core units of competency required in **BREAD AND PASTRY PRODUCITON NC II.**

BASIC COMPETENCIES

UNIT OF COMPETENCY :   **PARTICIPATE IN WORKPLACE COMMUNICATION**

UNIT CODE   **:   500311105**

UNIT DESCRIPTOR   **:**   This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from ***appropriate sources*** 1.2 Effective questioning , active listening and speaking skills are used to gather and convey information 1.3 Appropriate ***medium*** is used to transfer information and ideas 1.4 Appropriate non- verbal communication is used 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed 1.6 Defined workplace procedures for the location and ***storage*** of information are used 1.7 Personal interaction is carried out clearly and concisely
2. Participate in workplace meetings and discussions	2.1 Team meetings are attended on time 2.2 Own opinions are clearly expressed and those of others are listened to without interruption 2.3 Meeting inputs are consistent with the meeting purpose and established ***protocols*** 2.4 ***Workplace interactions*** are conducted in a courteous manner 2.5 Questions about simple routine workplace procedures and maters concerning working conditions of employment are asked and responded to 2.6 Meetings outcomes are interpreted and implemented
3. Complete relevant work related documents	3.1 Range of ***forms*** relating to conditions of employment are completed accurately and legibly 3.2 Workplace data is recorded on standard workplace forms and documents 3.3 Basic mathematical processes are used for routine calculations 3.4 Errors in recording information on forms/ documents are identified and properly acted upon 3.5 Reporting requirements to supervisor are completed according to organizational guidelines

RANGE OF VARIABLES

VARIABLE	RANGE
1. Appropriate sources	1.1. Team members 1.2. Suppliers 1.3. Trade personnel 1.4. Local government 1.5. Industry bodies
2. Medium	2.1. Memorandum 2.2. Circular 2.3. Notice 2.4. Information discussion 2.5. Follow-up or verbal instructions 2.6. Face to face communication
3. Storage	3.1. Manual filing system 3.2. Computer-based filing system
4. Forms	4.1. Personnel forms, telephone message forms, safety reports
5. Workplace interactions	5.1. Face to face 5.2. Telephone 5.3. Electronic and two way radio 5.4. Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams
6. Protocols	6.1. Observing meeting 6.2. Compliance with meeting decisions 6.3. Obeying meeting instructions

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1. Prepared written communication following standard format of the organization 1.2. Accessed information using communication equipment 1.3. Made use of relevant terms as an aid to transfer information effectively 1.4. Conveyed information effectively adopting the formal or informal communication
2. Underpinning Knowledge and Attitudes	2.1. Effective communication 2.2. Different modes of communication 2.3. Written communication 2.4. Organizational policies 2.5. Communication procedures and systems 2.6. Technology relevant to the enterprise and the individual's work responsibilities
3. Underpinning Skills	3.1. Follow simple spoken language 3.2. Perform routine workplace duties following simple written notices 3.3. Participate in workplace meetings and discussions 3.4. Complete work related documents 3.5. Estimate, calculate and record routine workplace measures 3.6. Basic mathematical processes of addition, subtraction, division and multiplication 3.7. Ability to relate to people of social range in the workplace 3.8. Gather and provide information in response to workplace requirements
4. Resource Implications	4.1. Fax machine 4.2. Telephone 4.3. Writing materials 4.4. Internet
5. Methods of Assessment	5.1. Direct Observation 5.2. Oral interview and written test
6. Context of Assessment	6.1. Competency may be assessed individually in the actual workplace or through accredited institution

UNIT OF COMPETENCY: **WORK IN TEAM ENVIRONMENT**

UNIT CODE   :   **500311106**

UNIT DESCRIPTOR   :   This unit covers the skills, knowledge and attitudes to identify role and responsibility as a member of a team.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Describe team role and scope	1.1. The ***role and objective of the team*** is identified from available ***sources of information*** 1.2. Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources
2. Identify own role and responsibility within team	2.1. Individual role and responsibilities within the team environment are identified 2.2. Roles and responsibility of other team members are identified and recognized 2.3. Reporting relationships within team and external to team are identified
3. Work as a team member	3.1. Effective and appropriate forms of communications used and interactions undertaken with team members who contribute to known team activities and objectives 3.2. Effective and appropriate contributions made to complement team activities and objectives, based on individual skills and competencies and ***workplace context*** 3.3. Observed protocols in reporting using standard operating procedures 3.4. Contribute to the development of team work plans based on an understanding of team's role and objectives and individual competencies of the members.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Role and objective of team	1.1. Work activities in a team environment with enterprise or specific sector 1.2. Limited discretion, initiative and judgement maybe demonstrated on the job, either individually or in a team environment
2. Sources of information	2.1. Standard operating and/or other workplace procedures 2.2. Job procedures 2.3. Machine/equipment manufacturer's specifications and instructions 2.4. Organizational or external personnel 2.5. Client/supplier instructions 2.6. Quality standards 2.7. OHS and environmental standards
3. Workplace context	3.1. Work procedures and practices 3.2. Conditions of work environments 3.3. Legislation and industrial agreements 3.4. Standard work practice including the storage, safe handling and disposal of chemicals 3.5. Safety, environmental, housekeeping and quality guidelines

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1. Operated in a team to complete workplace activity 1.2. Worked effectively with others 1.3. Conveyed information in written or oral form 1.4. Selected and used appropriate workplace language 1.5. Followed designated work plan for the job 1.6. Reported outcomes
2. Underpinning Knowledge and Attitude	2.1. Communication process 2.2. Team structure 2.3. Team roles 2.4. Group planning and decision making
3. Underpinning Skills	3.1. Communicate appropriately, consistent with the culture of the workplace
4. Resource Implications	The following resources MUST be provided: 4.1. Access to relevant workplace or appropriately simulated environment where assessment can take place 4.2. Materials relevant to the proposed activity or tasks
5. Methods of Assessment	Competency may be assessed through: 5.1. Observation of the individual member in relation to the work activities of the group 5.2. Observation of simulation and or role play involving the participation of individual member to the attainment of organizational goal 5.3 Case studies and scenarios as a basis for discussion of issues and strategies in teamwork
6. Context for Assessment	6.1. Competency may be assessed in workplace or in a simulated workplace setting 6.2. Assessment shall be observed while task are being undertaken whether individually or in group

UNIT OF COMPETENCY: PRACTICE CAREER PROFESSIONALISM

UNIT CODE   **:   500311107**
UNIT DESCRIPTOR   **:**   This unit covers the knowledge, skills and attitudes in promoting career growth and advancement.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Integrate personal objectives with organizational goals	1.1 Personal growth and work plans are pursued towards improving the qualifications set for the profession 1.2 Intra- and interpersonal relationships are maintained in the course of managing oneself based on performance ***evaluation*** 1.3 Commitment to the organization and its goal is demonstrated in the performance of duties
2. Set and meet work priorities	2.1 Competing demands are prioritized to achieve personal, team and organizational goals and objectives. 2.2 ***Resources*** are utilized efficiently and effectively to manage work priorities and commitments 2.3 Practices along economic use and maintenance of equipment and facilities are followed as per established procedures
3. Maintain professional growth and development	3.1 ***Trainings and career opportunities*** are identified and availed of based on job requirements 3.2 ***Recognitions*** are sought/received and demonstrated as proof of career advancement 3.3 ***Licenses and/or certifications*** relevant to job and career are obtained and renewed

RANGE OF VARIABLES

VARIABLE	RANGE
1. Evaluation	1.1 Performance Appraisal 1.2 Psychological Profile 1.3 Aptitude Tests

2. Resources	2.1 Human
	2.2 Financial
	2.3 Technology
	    2.3.1 Hardware
	    2.3.2 Software

3. Trainings and career opportunities	3.1 Participation in training programs
	    3.1.1 Technical
	    3.1.2 Supervisory
	    3.1.3 Managerial
	    3.1.4 Continuing Education
	3.2 Serving as Resource Persons in conferences and workshops

4. Recognitions	4.1 Recommendations 4.2 Citations 4.3 Certificate of Appreciations 4.4 Commendations 4.5 Awards 4.6 Tangible and Intangible Rewards
5. Licenses and/or certifications	5.1 National Certificates 5.2 Certificate of Competency 5.3 Support Level Licenses 5.4 Professional Licenses

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Attained job targets within key result areas (KRAs) 1.2 Maintained intra - and interpersonal relationship in the course of managing oneself based on performance evaluation 1.3 Completed trainings and career opportunities which are based on the requirements of the industries 1.4 Acquired and maintained licenses and/or certifications according to the requirement of the qualification
2. Underpinning Knowledge	2.1 Work values and ethics (Code of Conduct, Code of Ethics, etc.) 2.2 Company policies 2.3 Company operations, procedures and standards 2.4 Fundamental rights at work including gender sensitivity 2.5 Personal hygiene practices
3. Underpinning Skills	3.1 Appropriate practice of personal hygiene 3.2 Intra and Interpersonal skills 3.3 Communication skills
4. Resource Implications	The following resources **MUST** be provided: 4.1 Workplace or assessment location 4.2 Case studies/scenarios
5. Methods of Assessment	Competency may be assessed through: 5.1 Portfolio Assessment 5.2 Interview 5.3 Simulation/Role-plays 5.4 Observation 5.5 Third Party Reports 5.6 Exams and Tests
6. Context of Assessment	6.1 Competency may be assessed in the work place or in a simulated work place setting

UNIT OF COMPETENCY :   **PRACTICE OCCUPATIONAL HEALTH AND SAFETY PROCEDURES**

UNIT CODE   :   **500311108**

UNIT DESCRIPTOR   :   This unit covers the outcomes required to comply with regulatory and organizational requirements for occupational health and safety.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Identify hazards and risks	1.1 ***Safety regulations*** and workplace safety and hazard control practices and procedures are clarified and explained based on organization procedures 1.2 ***Hazards/risks*** in the workplace and their corresponding indicators are identified to minimize or eliminate risk to co-workers, workplace and environment in accordance with organization procedures 1.3 ***Contingency measures*** during workplace accidents, fire and other emergencies are recognized and established in accordance with organization procedures
2. Evaluate hazards and risks	2.1 Terms of maximum tolerable limits which when exceeded will result in harm or damage are identified based on threshold limit values (TLV) 2.2 Effects of the hazards are determined 2.3 OHS issues and/or concerns and identified safety hazards are reported to designated personnel in accordance with workplace requirements and relevant workplace OHS legislation
3. Control hazards and risks	3.1 Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace are consistently followed 3.2 Procedures for dealing with workplace accidents, fire and emergencies are followed in accordance with organization OHS policies 3.3 ***Personal protective equipment (PPE)*** is correctly used in accordance with organization OHS procedures and practices 3.4 Appropriate assistance is provided in the event of a workplace emergency in accordance with established organization protocol
4. Maintain OHS awareness	4.1 ***Emergency-related drills and trainings*** are participated in as per established organization guidelines and procedures 4.2 ***OHS personal records*** are completed and updated in accordance with workplace requirements

RANGE OF VARIABLES

VARIABLE	RANGE
1. Safety regulations	May include but are not limited to: 1.1 Clean Air Act 1.2 Building code 1.3 National Electrical and Fire Safety Codes 1.4 Waste management statutes and rules 1.5 Philippine Occupational Safety and Health Standards 1.6 DOLE regulations on safety legal requirements 1.7 ECC regulations

2. Hazards/Risks	May include but are not limited to:
	2.1 Physical hazards – impact, illumination, pressure, noise, vibration, temperature, radiation
	2.2 Biological hazards- bacteria, viruses, plants, parasites, mites, molds, fungi, insects
	2.3 Chemical hazards – dusts, fibers, mists, fumes, smoke, gasses, vapors
	2.4 Ergonomics
	
	    2.4.1 Psychological factors – over exertion/ excessive force, awkward/static positions, fatigue, direct pressure, varying metabolic cycles
	    2.4.2 Physiological factors – monotony, personal relationship, work out cycle

3. Contingency measures	May include but are not limited to: 3.1 Evacuation 3.2 Isolation 3.3 Decontamination 3.4 Calling emergency personnel
4. PPE	May include but are not limited to: 4.1 Mask 4.2 Gloves 4.3 Goggles 4.4 Hair Net/cap/bonnet 4.5 Face mask/shield 4.6 Ear muffs 4.7 Apron/Gown/coverall/jump suit 4.8 Anti-static suits
5. Emergency-related drills and training	5.1 Fire drill 5.2 Earthquake drill 5.3 Basic life support/CPR 5.4 First aid 5.5 Spillage control 5.6 Decontamination of chemical and toxic 5.7 Disaster preparedness/management
6. OHS personal records	6.1 Medical/Health records 6.2 Incident reports 6.3 Accident reports 6.4 OHS-related training completed

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Explained clearly established workplace safety and hazard control practices and procedures 1.2 Identified hazards/risks in the workplace and its corresponding indicators in accordance with company procedures 1.3 Recognized contingency measures during workplace accidents, fire and other emergencies 1.4 Identified terms of maximum tolerable limits based on threshold limit value- TLV. 1.5 Followed Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace 1.6 Used Personal Protective Equipment (PPE) in accordance with company OHS procedures and practices 1.7 Completed and updated OHS personal records in accordance with workplace requirements
2. Underpinning Knowledge and Attitude	2.1 OHS procedures and practices and regulations 2.2 PPE types and uses 2.3 Personal hygiene practices 2.4 Hazards/risks identification and control 2.5 Threshold Limit Value -TLV 2.6 OHS indicators 2.7 Organization safety and health protocol 2.8 Safety consciousness 2.9 Health consciousness
3. Underpinning Skills	3.1 Practice of personal hygiene 3.2 Hazards/risks identification and control skills 3.3 Interpersonal skills 3.4 Communication skills
4. Resource Implications	The following resources must be provided: 4.1 Workplace or assessment location 4.2 OHS personal records 4.3 PPE 4.4 Health records
5. Methods of Assessment	Competency may be assessed through: 5.1 Portfolio Assessment 5.2 Interview 5.3 Case Study/Situation
6. Context for Assessment	6.1 Competency may be assessed in the work place or in a simulated work place setting

COMMON COMPETENCIES

UNIT OF COMPETENCY: **PERFORM WORKPLACE AND SAFETY PRACTICES**

UNIT CODE **:** **TRS311204**

UNIT DESCRIPTOR **:** This unit of competency deals with the knowledge, skills and attitudes in following health, safety and security practices. It includes dealing with emergency situations and maintaining safe personal presentation standards.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated on the Range of Variables
1. Follow workplace procedures for health, safety and security practices	1.1 Correct **health, safety and security procedures** are followed in line with legislation, regulations and enterprise procedures 1.2 **Breaches** of health, safety and security procedures are identified and reported in line with enterprise procedure 1.3 Suspicious behavior or unusual occurrence are reported in line with enterprise procedure
2. Deal with emergency situations	2.1 **Emergency** and potential emergency situations are recognized and appropriate action are taken within individual's scope of responsibility 2.2 Emergency procedures are followed in line with enterprise procedures 2.3 Assistance is sought from colleagues to resolve or respond to emergency situations 2.4 Details of emergency situations are reported in line with enterprise procedures
3. Maintain safe personal presentation standards	3.1 Safe personal standards are identified and followed in line with enterprise requirements

RANGE OF VARIABLES

VARIABLE	RANGE
1. Health, safety and security procedures	May include but are not limited to : 1.1 use of personal protective clothing and equipment 1.2 safe posture including sitting, standing, bending 1.3 manual handling including lifting, transferring 1.4 safe work techniques including knives and equipment, handling hot surfaces, computers and electronic equipment 1.5 safe handling of chemicals, poisons and dangerous materials 1.6 ergonomically sound furniture and work stations 1.7 emergency fire and accident 1.8 hazard identification and control 1.9 security of documents, cash, equipment, people 1.10 key control systems
2. Breaches of procedure	May include but are not limited to : 2.1 loss of keys 2.2 strange or suspicious persons 2.3 broken or malfunctioning equipment 2.4 loss of property, goods or materials 2.5 damaged property or fittings 2.6 lack of suitable signage when required 2.7 lack of training on health and safety issues 2.8 unsafe work practices
3. Emergency	May include but is not limited to : 3.1 personal injuries 3.2 fire 3.3 electrocution 3.4 natural calamity i.e. earthquake/flood 3.5 criminal acts i.e. robbery

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate : 1.1 Complied with industry practices and procedures 1.2 Used interactive communication with others 1.3 Complied with workplace safety, security and hygiene practices 1.4 Identified faults & problems and the necessary corrective action 1.5 Promoted public relation among others 1.6 Complied with quality standards 1.7 Responded to emergency situations in line with enterprise guidelines 1.8 Complied with proper dress code

2. Underpinning Knowledge and Attitude	2.1 Communication
	    2.1.1 Interactive communication with others
	    2.1.2 Interpersonal skills
	    2.1.3 Good working attitude
	    2.1.4 Ability to work quietly; with cooperation; patience, carefulness, cleanliness and aesthetic values
	    2.1.5 Ability to focus on task at hand
	2.2 Systems, Processes and Operations
	    2.2.1 Workplace health, safety and security procedures
	    2.2.2 Emergency procedures
	    2.2.3 Personal presentation
	
	2.3 Safety Practices
	    2.3.1 Proper disposal of garbage
	    2.3.2 Practice safety measures
	    2. 3.3 5S Implementation

3. Underpinning Skills	3.1 Ability to make decision 3.2 Time management 3.4 Ability to offer alternative steps 3.5 Care in handling and operating equipment
4. Resource Implications	4.1 Procedures Manual on safety, security, health and emergency 4.2 Availability of tools, equipment, supplies and materials
5. Methods of Assessment	5.1 Written examination 5.2 Practical demonstration 5.3 Interview
6. Context for Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY: PROVIDE EFFECTIVE CUSTOMER SERVICE

UNIT CODE   :   TRS311205

UNIT DESCRIPTOR   :   This unit of competency deals with the knowledge, skills and attitudes in providing effective customer service. It includes greeting customer, identifying customer needs, delivering service to customer, handling queries through telephone, fax machine, internet and email and handling complaints, evaluation and recommendation.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
1. Greet customer	1.1 Guests are greeted in line with enterprise procedure 1.2 Verbal and non-verbal communications are appropriate to the given situation 1.3 **Non verbal communication** of customer is observed responding to customer 1.4 Sensitivity to **cultural and social differences** is demonstrated
2. Identify customer needs	2.1 Appropriate **interpersonal skills** are used to ensure that customer needs are accurately identified 2.2 **Customer needs** are assessed for urgency so that priority for service delivery can be identified 2.3 Customers are provided with information 2.4 Personal limitation in addressing customer needs is identified and where appropriate, assistance is sought from supervisor
3. Deliver service to customer	3.1 Customer needs are promptly attended to in line with **enterprise procedure** 3.2 Appropriate rapport is maintained with customer to enable high quality service delivery 3.3 Opportunity to enhance the quality of service and products are taken wherever possible
4. Handle queries through telephone, fax machine, internet and email	4.1 Use telephone, computer, fax machine, internet efficiently to determine customer requirements 4.2 Queries/ information are recorded in line with enterprise procedure 4.3 Queries are acted upon promptly and correctly in line with enterprise procedure
5. Handle complaints, evaluation and recommendations	5.1 Guests are greeted with a smile and eye-to-eye contact 5.2 Responsibility for resolving the complaint is taken within limit of responsibility 5.3 Nature and details of complaint are established and agreed with the customer 5..4 Appropriate action is taken to resolve the complaint to the customers satisfaction wherever possible

RANGE OF VARIABLES

VARIABLE	RANGE
1. Non-verbal communication	1.1 body language 1.2 dress and accessories 1.3 gestures and mannerisms 1.4 voice tonality and volume 1.5 use of space 1.6 culturally specific communication customs and practices
2. Cultural and social differences	Includes but are not limited to : 2.1 modes of greeting, farewelling and conversation 2.2 body language/ use of body gestures 2.3 formality of language
3. Interpersonal skills	3.1 interactive communication 3.2 public relation 3.3 good working attitude 3.4 sincerity 3.5 pleasant disposition 3.6 effective communication skills
4. Customer needs	Customer with specific needs may include : 4.1 those with a disability 4.2 those with special cultural or language needs 4.3 unaccompanied children 4.4 parents with young children 4.5 pregnant women 4.6 single women
5. Enterprise procedure	*Protocol and enterprise procedures may include :* 5.1 modes of greeting and farewell 5.2 addressing the person by name 5.3 time-lapse before a response 5.4 style manual requirements 5.5 standard letters and proforma

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate : 1.1 Complied with industry practices and procedures 1.2 Used interactive communication with others 1.3 Complied with occupational, health and safety practices 1.4 Promoted public relation among others 1.5 Complied with service manual standards 1.6 Demonstrated familiarity with company facilities, products and services 1.7 Applied company rules and standards 1.8 Applied telephone ethics 1.9 Applied correct procedure in using telephone, fax machine, internet 1.10 Handled customer complaints

2. Underpinning Knowledge and Attitude	2.1 Communication
	    2.1.1 Interactive communication with others
	    2.1.2 Interpersonal skills/ social graces with sincerity
	2.2 Safety Practices
	    2.2.1 Safe work practices
	    2.2.2 Personal hygiene
	2.3 Attitude
	    2.3.1 Attentive, patient and cordial
	    2.3.2 Eye-to-eye contact
	    2.3.3 Maintain teamwork and cooperation
	2.4 Theory
	    2.4.1 Selling/upselling techniques
	    2.4.2 Interview techniques
	    2.4.3 Conflict resolution
	    2.4.4 Communication process
	    2.4.5 Communication barriers

3. Underpinning Skills	3.1 Effective communication skills 3.2 Non-verbal communication - body language 3.3 Good time management 3.4 Ability to work calmly and unobtrusively effectively 3.5 Ability to handle telephone inquiries and conversations 3.6 Correct procedure in handling telephone inquiries 3.7 Proper way of handling complaints
4. Resource Implications	4.1 Availability of telephone, fax machine, internet, etc. 4.2 Availability of data on projects and services; tariff and rates, promotional activities in place etc. 4.3 Availability of office supplies
5. Methods of Assessment	5.1 Written examination 5.2 Practical demonstration
6. Context for Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY : **OBSERVE WORKPLACE HYGIENE PROCEDURES**

UNIT CODE   **: TRS311202**

UNIT DESCRIPTOR   **:** This unit of competency deals with the knowledge, skills and attitudes in observing workplace hygiene procedures. It includes following hygiene procedures and identifying and preventing hygiene risks.

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
1. Follow hygiene procedures	1.1 Workplace **hygiene procedures** are implemented in line with enterprise and legal requirements 1.2 Handling and storage of items are undertaken in line with enterprise and legal requirements
2. Identify and prevent hygiene risks	2.1 Potential **hygiene risks** are identified in line with enterprise procedures 2.2 Action to **minimize** and **remove risks** are taken within scope of individual responsibility of enterprise/legal requirements 2.3 Hygiene risks beyond the control of individual staff members are reported to the appropriate person for follow up

RANGE OF VARIABLES

VARIABLE	RANGE
1. Hygiene procedures	Hygiene procedures may include : 1.1 safe and hygienic handling of food and beverage 1.2 regular hand washing 1.3 correct food storage 1.4 appropriate and clean clothing 1.5 avoidance of cross-contamination 1.6 safe handling disposal of linen and laundry 1.7 appropriate handling and disposal of garbage 1.8 cleaning and sanitizing procedures 1.9 personal hygiene

2. Hygiene risk	2.1 bacterial and other contamination arising from poor handling of food
	2.2 inappropriate storage of foods
	2.3 storage at incorrect temperatures
	2.4 foods left uncovered
	2.5 poor personal hygiene practices
	2.6 poor work practices
	    2.6.1 cleaning
	    2.6.2 housekeeping
	    2.6.3 food handling
	    2.6.4 vermin
	    2.6.5 airborne dust
	2.7 cross-contamination through cleaning inappropriate cleaning practices
	2.8 inappropriate handling of potentially infectious linen
	2.9 contaminated wastes such as blood and body secretions
	2.10 disposal of garbage and contaminated or potentially contaminated wastes

3. Minimizing or removing risk	3.1 auditing staff skills and providing training 3.2 ensuring policies and procedures are followed strictly 3.3 audits or incidents with follow up actions

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment required evidence that the candidate : 1.1 Followed hygiene procedures 1.2 Identified and responded to hygiene risk 1.3 Practiced personal grooming and hygiene
2. Underpinning Knowledge	2.1 Typical hygiene and control procedures in the hospitality and tourism industries 2.2 Overview of legislation and regulation in relation to food handling, personal and general hygiene 2.3 Knowledge on factors which contribute to workplace hygiene problems 2.4 General hazards in handling of food, linen and laundry and garbage, including major causes of contamination and cross-infection 2.5 Sources of and reasons for food poisoning
3. Underpinning Skills	3.1 Ability to follow correct procedures and instructions 3.2 Ability to handle operating tools/ equipment 3.3 Application to hygiene principles
4. Resource Implications	4.1 Hygiene procedures, actual or simulated workplace, products used in hotel/restaurant /tourism workplace
5. Methods of Assessment	5.1 Written examination 5.2 Practical demonstration
6. Context for Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY :   **DEVELOP AND UPDATE INDUSTRY KNOWLEDGE**

UNIT CODE   :   **TRS311201**

UNIT DESCRIPTOR   :   This unit of competency deals with the knowledge, skills and attitude required to access, increase and update industry knowledge. It includes seek information on the industry and update industry knowledge

ELEMENT	PERFORMANCE CRITERIA *Italicized* items are elaborated in the Range of Variables
1. Seek information on the industry	1.1 **Sources of information** on the industry are correctly identified and accessed 1.2 **Information to assist effective work performance** is obtained in line with job requirements 1.3 Specific information on sector of work is accessed and updated 1.4 Industry information is correctly applied to day-to-day work activities
2. Update industry knowledge	2.1 Informal and/or formal research is used to update general knowledge of the industry 2.2 Updated knowledge is shared with customers and colleagues as appropriate and incorporated into day-to-day working activities

RANGE OF VARIABLES

VARIABLE	RANGE
1. Information sources	May include but are not limited to : 1.1 media 1.2 reference books 1.3 libraries 1.4 unions 1.5 industry associations 1.6 industry journals 1.7 internet 1.8 personal observation and experience

2. Information to assist effective work performance	2.1 different sectors of the industry and the services available in each sector
	2.2 relationship between tourism and hospitality
	2.3 relationship between the industry and other industries
	2.4 industry working conditions
	2.5 legislation that affects the industry
	    2.5.1 liquor
	    2.5.2 health and safety
	    2.5.3 hygiene
	    2.5.4 gaming
	    2.5.5 workers compensation
	    2.5.6 consumer protection
	    2.5.7 duty of care
	    2.5.8 building regulations
	2.6 trade unions
	    environmental issues and requirements
	2.7 industrial relations issues and major organizations
	2.8 career opportunities within the industry
	2.9 work ethic required to work in the industry and industry expectations of staff
	2.10 quality assurance

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Knew key sources of information on the industry 1.2 Updated industry knowledge 1.3 Accessed and used industry information
2. Underpinning Skills	2.1 Time management 2.2 Ready skills needed to access industry information 2.3 Basic competency skills needed to access the internet
3. Underpinning Knowledge and	3.1 Overview of quality assurance in the industry 3.2 Role of individual staff members 3.1 Industry information sources
4. Resource Implications	4.1 Sources of information on the industry 4.2 Industry knowledge
5. Methods of Assessment	5.1 Interview/questions 5.2 Practical demonstration 5.3 Portfolio of industry information related to trainee's work
6. Context for Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY: PERFORM COMPUTER OPERATIONS

UNIT CODE   **: TRS311203**

UNIT DESCRIPTOR   **:** This unit covers the knowledge, skills and attitudes
                           and values needed to perform computer operations
                           which includes inputting, accessing, producing and
                           transferring data using the appropriate hardware and
                           software

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Plan and prepare for task to be undertaken	1.1 Requirements of task are determined 1.2 Appropriate *hardware* and *software* is selected according to task assigned and required outcome 1.3 Task is planned to ensure *OH & S guidelines* and procedures are followed
2. Input data into computer	2.1 Data are entered into the computer using appropriate program/application in accordance with company procedures 2.2 Accuracy of information is checked and information is saved in accordance with standard operating procedures 2.3 Inputted data are stored in *storage media* according to requirements 2.4 Work is performed within *ergonomic guidelines*
3. Access information using computer	3.1 Correct program/application is selected based on job requirements 3.2 Program/application containing the information required is accessed according to company procedures 3.3 *Desktop icons* are correctly selected, opened and closed for navigation purposes 3.4 Keyboard techniques are carried out in line with OH & S requirements for safe use of keyboards
4. Produce/output data using computer system	4.1 Entered data are processed using appropriate software commands 4.2 Data are printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures 4.3 Files and data are transferred between compatible systems using computer software, hardware/ peripheral devices in accordance with standard operating procedures
5. Maintain computer equipment and systems	5.1 Systems for cleaning, minor *maintenance* and replacement of consumables are implemented 5.2 Procedures for ensuring security of data, including regular back-ups and virus checks are implemented in accordance with standard operating procedures 5.3 Basic file maintenance procedures are implemented in line with the standard operating procedures

RANGE OF VARIABLES

VARIABLE	RANGE
1. Hardware and peripheral devices	1.1 Personal computers 1.2 Networked systems 1.3 Communication equipment 1.4 Printers 1.5 Scanners 1.6 Keyboard 1.7 Mouse
2. Software	Software includes the following but not limited to: 2.1 Word processing packages 2.2 Data base packages 2.3 Internet 2.4 Spreadsheets
3. OH & S guidelines	3.1 OHS guidelines 3.2 Enterprise procedures
4. Storage media	Storage media include the following but not limited to: 4.1 diskettes 4.2 CDs 4.3 zip disks 4.4 hard disk drives, local and remote
5. Ergonomic guidelines	5.1 Types of equipment used 5.2 Appropriate furniture 5.3 Seating posture 5.4 Lifting posture 5.5 Visual display unit screen brightness
6. Desktop icons	Icons include the following but not limited to: 6.1 directories/folders 6.2 files 6.3 network devices 6.4 recycle bin
7. Maintenance	7.1 Creating more space in the hard disk 7.2 Reviewing programs 7.3 Deleting unwanted files 7.4 Backing up files 7.5 Checking hard drive for errors 7.6 Using up to date anti-virus programs 7.7 Cleaning dust from internal and external surfaces

EVIDENCE GUIDE

1. Critical aspect of competency	Assessment must show that the candidate: 1.1 Selected and used hardware components correctly and according to the task requirement 1.2 Identified and explain the functions of both hardware and software used, their general features and capabilities 1.3 Produced accurate and complete data in accordance with the requirements 1.4 Used appropriate devices and procedures to transfer files/data accurately 1.5 Maintained computer system
2. Underpinning Knowledge	2.1 Basic ergonomics of keyboard and computer use 2.2 Main types of computers and basic features of different operating systems 2.3 Main parts of a computer 2.4 Storage devices and basic categories of memory 2.5 Relevant types of software 2.6 General security 2.7 Viruses 2.8 OH & S principles and responsibilities 2.9 Calculating computer capacity
3. Underpinning Skills	3.1 Reading skills required to interpret work instruction 3.2 Communication skills
4. Methods of Assessment	The assessor may select two of the following assessment methods to objectively assess the candidate: 4.1 Observation 4.2 Questioning 4.3 Practical demonstration
5. Resource implication	5.1 Computer hardware with peripherals 5.2 Appropriate software
6. Context for Assessment	6.1 Assessment may be conducted in the workplace or in a simulated environment

CORE COMPETENCIES

UNIT OF COMPETENCY: PREPARE AND PRODUCE BAKERY PRODUCTS

UNIT CODE   **: TRS741379**

UNIT DESCRIPTOR   : This unit deals with the knowledge and skills required by bakers and pastry cooks (patissiers) to prepare and produce a range of high-quality bakery products in commercial food production environments and hospitality establishments.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Prepare bakery products	1.1 Required *ingredients* are selected, measured and weighed according to recipe or production requirements and established standards and procedures 1.2 A variety of *bakery products* are prepared according to standard mixing procedures/formulation/ recipes and desired *product characteristics* 1.3 Appropriate *equipment* are used according to required bakery products and standard operating procedures 1.4 Bakery products are baked according to *techniques* and *appropriate conditions; and enterprise requirement and standards* 1.5 Required oven temperature are selected to bake goods in accordance with the desired characteristics, standards recipe specifications and enterprise practices
2. Decorate and present bakery products	2.1 A variety of *fillings and coating/icing, glazes and decorations* for bakery products are prepared according to standard recipes, enterprise standards and/or customer preferences 2.2 *Bakery products are filled* and decorated, where required and appropriate, in accordance with standard recipes and/or enterprise standards and customer preferences 2.3 Bakery items are finished according to desired product characteristics 2.4 Baked products are presented according to established standards and procedures
3. Store bakery products	3.1 Bakery products are **stored** according to established standards and procedures 3.2 Packaging are selected appropriate for the preservation of product freshness and eating characteristics

RANGE OF VARIABLES

This unit applies to the production of bakery products in various hospitality enterprises such as patisseries, restaurants, hotels, bakery, bakeshop operations and coffee shops. The following explanations identify how this unit may be applied in different workplaces and circumstances. Breads to be produced and decorated may be of various cultural origins and derived from classical or contemporary recipes.

VARIABLE	RANGE
1. Ingredients	May include but are not limited to: 1.1 Flours 1.2 Sugars 1.3 Eggs 1.4 Milk 1.5 Cream 1.6 Gelatin 1.7 Fruits 1.8 Nuts 1.9 Flavorings and essences 1.10 Chocolate 1.11 Leavening agents (Yeasts, baking powder, etc)

2. Bakery products	May include but are not limited to:
	2.1 **Yeast- Product types**
	2.1.1 Lean-Yeast Dough
	   - Crisp-crusted breads
	   - Soft-crusted breads
	   - Rye breads/whole wheat/multi-grain/ health breads
	   - Sour dough
	   - Unleavened breads
	2.1.2 Soft Dough
	   - Loaf and buns
	2.1.3 Rich-Yeast Dough
	   - Sweet dough
	   - Rolled-in dough/Laminated dough
	2.2 **Quick Bread**
	   - Muffins
	   - Shortcakes
	2.3 **Doughnuts, fritters, pancakes and waffles**
	2.4 **Cookies**

3. Product characteristics	May include but are not limited to: 3.1 Color 3.2 Consistency and texture 3.3 Moisture content 3.4 Mouth feel and eating properties 3.5 Appearance
4. Equipment	May include but are not limited to: 4.1 Commercial mixers and attachments 4.2 Cutting implements 4.3 Scales 4.4 Measures

		4.5 Bowls 4,6 Ovens 4,7 Moulds, shapes and cutters 4.8 Baking sheets and containers 4.9 Various shapes and sizes of pans

5.	Techniques and conditions	**May include but are not limited to:**
		5.1 Bread Baking
		    5.1.1 Beating
		    5.1.2 Whisking
		    5.1.3 Folding
		    5.1.4 Rolling
		    5.1.5 Laminating
		    5.1.6 Creaming
		    5.1.7 Kneading
		    5.1.8 Incorporating fat
		    5.1.9 Make-up
		    5.1.10 Proofing-
		5.2 Scaling, Panning and Baking
		5.3 Appropriate Oven Temperature
		5.4 Altitude Adjustments
		5.5 Fillings

6.	Enterprise requirements and standards	May include but are not limited to: 6.1 Scale to correct weight 6.2 Color 6.3 Consistency 6.4 Texture 6.5 Moisture 6.6 Mouth feel 6.7 Appearance 6.8 Sale ability
7.	Fillings and coating/icing, glazes and decorations	May include but are not limited to: 7.1 Jellies and glazes 7.2 Flowers and leaves 7.3 Herbs 7.4 Flavored and colored sugar 7.5 Fresh and preserved/crystallized fruits 7.6 Seeds and nuts 7.7 Icings, sprinkled icing sugar or chocolate powder 7.8 Butter creams, Ganache, Fondants 7.9 Savory fillings
8.	Bakery product finishing	May include but are not limited to: 8.1 Coating 8.2 Glazing 8.3 Icing
9.	Storage conditions	May include but are not limited to: 9.1 Consideration of temperature, light and air exposure 9.2 Use of appropriate containers 9.3 Labeling 9.4 Display cabinets including temperature-controlled cabinets to cool or warm 9.5 Refrigeration, chilling and freezing 9.6 Length of time in freezer /cool storage

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Demonstrated ability to produce a range of specialist bakery products, both sweet and savory according to establishment standards and procedures 1.2 Demonstrated ability to produce a quantity of bakery products according to establishment standards and procedures 1.3 Demonstrated ability to store and package bakery products according to establishment's standards and procedures 1.4 Demonstrated application of hygiene and safety principles according to established standards and procedures
2. Underpinning Knowledge	2.1 Varieties and characteristics of bakery products 2.2 Historical and cultural, aspects of bakery products 2.3 Underlying principles in making bakery products 2.4 Knowledge commodity on including quality indicators of ingredients for bakery products, properties of ingredients used, interaction and changes during processing to produce required characteristics 2.5 Properties and requirements of yeast and control of yeast action 2.6 Culinary and technical terms related to bakery products commonly used in the industry 2.7 Expected taste, texture and crumb structure appropriate for particular bakery products. 2.8 Ratio of ingredients required to produce a balanced formula 2.9 The influence of correct portion control, yields, weights and sizes on the profitability of an establishment
3. Underpinning Skills	3.1 Processes of fermentation and dough development 3.2 Principles and practices of hygiene, particularly on handling dough, commodities and products 3.3 Safe work practices, particularly on using cutting implements, appliances, heated surfaces, ovens and mixing/kneading equipment and manual handling 3.4 Function and routine maintenance of equipment used 3.5 Portion control yield 3.6 Storage conditions for bakery products and optimizing shelf-life 3.7 Defining and applying corrective steps to ensure quality control
4. Resource Implications	The following resources **MUST** be provided: 4.1 Commercial kitchen environment using industry-current equipment for making a variety of specialized bakery products. 4.2 Use of real ingredients 4.3 Preparation, decoration and presentation of a range of specialist bakery products within typical workplace condition
5. Methods of Assessment	Competency may be assessed through: 5.1 Observation of practical demonstration by the candidate on preparing, cooking and baking, filling, finishing, decorating and presenting specialized bakery products 5.2 Questions to determine the underpinning knowledge of the candidate related to tasks to be performed 5.3 Review of portfolios of evidence 5.4 Third party/workplace reports of on-the-job performance of the candidate
6. Context for Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers)

UNIT OF COMPETENCY: PREPARE AND PRODUCE PASTRY PRODUCTS

UNIT CODE   **: TRS741380**

UNIT DESCRIPTOR   : This unit deals with knowledge and skills required by bakers and pastry cooks (patissiers) to prepare and produce a range of high-quality pastry products in commercial food production environments and hospitality establishments.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Prepare pastry products	1.1 Required *ingredients* are selected, measured and weighed according to recipe or production requirements and established standards and procedures *1.2* A variety *of pastry products* are prepared according to standard mixing procedures/formulation/ recipes and desired *product characteristics* 1.3 Appropriate *equipment* are used according to required pastry products and standard operating procedures *1.4* Pastry products are baked according to *techniques* and *appropriate conditions; and enterprise requirement and standards* 1.5 Required oven temperature are selected to bake goods in accordance with the desired characteristics, standards recipe specifications and enterprise practices
2. Decorate and present pastry products	2.1 A variety of *fillings and coating/icing, glazes and decorations* for pastry products are prepared according to standard recipes, enterprise standards and/or customer preferences 2.2 Pastry products are filled and decorated, where required and appropriate, in accordance with standard recipes and/or enterprise standards and customer preferences 2.5 Pastry products are finished according to desired product characteristics 2.6 Baked pastry products are presented according to established standards and procedures
3. Store pastry products	3.1 Pastry products are *stored* according to established standards and procedures 3.2 Packaging are selected appropriate for the preservation of product freshness and eating characteristics

RANGE OF VARIABLES

This unit applies to the production of pastry products in various hospitality enterprises such as patisseries, restaurants, hotels, bakery, bakeshop operations and coffee shops. The following explanations identify how this unit may be applied in different workplaces and circumstances. Pastries and cakes to be produced and decorated may be of various cultural origins and derived from classical or contemporary recipes.

VARIABLE	RANGE
1. Ingredients	May include but are not limited to: 1.1 Flours 1.2 Sugars 1.3 Eggs 1.4 Milk 1.5 Cream 1.6 Gelatin 1.7 Fruits 1.8 Nuts 1.9 Flavorings and essences 1.10 Chocolate

2. Pastry products	May include but are not limited to:
	 2.1 **Pastry Basics**
	     2.1.1 Pate Brisee and short pastries
	     2.1.2 Puff Pastry
	     2.1.3 Choux Pastry
	     2.1.4 Strudel and Phyllo
	     2.1.5 Baked Meringues
	 2.2 Tarts and Special Pastries
	     2.2.1 Tarts
	     2.2.2 Pies
	 2.3 Specialty (unique to locality)

3. Product characteristics	May includes but are not limited to: 3.1 Color 3.2 Consistency and texture 3.3 Moisture content 3.4 Mouth feel and eating properties 3.5 Appearance
4. Equipment	May include but are not limited to: 4.1 Commercial mixers and attachments 4.2 Cutting implements 4.3 Scales 4.4 Measures 4.5 Bowls 4,6 Ovens 4,7 Moulds, shapes and cutters 4.8 Baking sheets and containers 4.9 Various shapes and sizes of pans

5. Techniques and conditions	**May include but are not limited to:**
	 5.1 Cake Mixing
	     5.1.1 Beating
	     5.1.2 Whisking
	     5.1.3 Folding

	5.1.4 Rolling
	5.1.5 Creaming
	5.1.6 Incorporating fat
	5.2 Different Methods of Mixing
	5.2.1 Sponge
	5.2.2 Genoise
	5.2.3 Swiss Rolls
	5.2.4 Joconde
	5.2.5 Chiffon Cakes
	5.3 Scaling, Panning and Baking
	5.4 Appropriate Oven Temperature
	5.5 Altitude Adjustments
	5.6 Fillings
	5.6.1 Creams (e.g. fresh, butter, wine, etc.)
	5.6.2 Chocolates
	5.6.3 Jams
	5.6.4 Custards, Ganaches
	5.6.5 Savory fillings
	5.6.6 Ready-made and pre-mixed
6. Enterprise requirements and standards	May include but are not limited to: 6.1 Scale to correct weight 6.2 Color 6.3 Consistency 6.4 Texture 6.5 Moisture 6.6 Mouth feel 6.7 Appearance 6.8 Sale ability
7. Fillings and coating/icing, glazes and decorations	May include but are not limited to: 7.1 Jellies and glazes 7.2 Biscuits 7.3 Flowers and leaves 7.4 Herbs 7.5 Flavored and colored sugar 7.6 Fresh and preserved/crystallized fruits 7.7 Seeds and nuts 7.8 Icings, sprinkled icing sugar or chocolate powder 7.9 Butter creams, Ganache, Fondants 7.10 Tuile
8. Pastry product finishing	May include but are not limited to: 8.1 Coating 8.2 Glazing 8.3 Icing
9. Storage conditions	May include but are not limited to: 9.1 Consideration of temperature, light and air exposure 9.2 Use of appropriate containers 9.3 Labeling 9.4 Display cabinets including temperature-controlled cabinets to cools or warm 9.5 Refrigeration, chilling and freezing 9.6 Length of time in freezer /cool storage

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Demonstrated ability to produce a range of specialist pastry products, both sweet and savory according to establishment standards and procedures 1.2 Demonstrated ability to produce a quantity of pastry products according to establishment standards and procedures 1.3 Demonstrated ability to store and package pastry and pastry products according to establishment's standards and procedures 1.4 Demonstrated application of hygiene and safety principles according to established standards and procedures
2. Underpinning Knowledge	2.1 Varieties and characteristics of pastry products 2.2 Historical and cultural, aspects of pastry products 2.3 Underlying principles in making pastry products 2.4 Knowledge commodity on including quality indicators of ingredients for pastry products, properties of ingredients used, interaction and changes during processing to produce required characteristics 2.5 Properties and requirements of yeast and control of yeast action 2.6 Culinary and technical terms related to pastry products commonly used in the industry 2.7 Expected taste, texture and crumb structure appropriate for particular bakery products. 2.8 Ratio of ingredients required to produce a balanced formula 2.9 The influence of correct portion control, yields, weights and sizes on the profitability of an establishment
3. Underpinning Skills	3.1 Processes of fermentation and dough development 3.2 Principles and practices of hygiene, particularly on handling dough, commodities and products 3.3 Safe work practices, particularly on using cutting implements, appliances, heated surfaces, ovens and mixing/kneading equipment and manual handling 3.4 Function and routine maintenance of equipment used 3.5 Portion control yield 3.6 Storage conditions for bakery products and optimizing shelf-life 3.7 Defining and applying corrective steps to ensure quality control
4. Resource Implications	The following resources **MUST** be provided: 4.1 Commercial kitchen environment using industry-current equipment for making a variety of specialized pastry products. 4.2 Use of real ingredients 4.3 Preparation, decoration and presentation of a range of specialist pastry products within typical workplace condition
5. Methods of Assessment	Competency may be assessed through: 5.1 Observation of practical demonstration by the candidate on preparing, cooking and baking, filling, finishing, decorating and presenting specialized pastry products 5.2 Questions to determine the underpinning knowledge of the candidate related to tasks to be performed 5.3 Review of portfolios of evidence 5.4 Third party/workplace reports of on-the-job performance of the candidate
6. Context for Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers)

UNIT OF COMPETENCY: PREPARE AND PRESENT GATEAUX, TORTES AND CAKES

UNIT CODE   : TRS741342

UNIT DESCRIPTOR   : This unit covers the knowledge and skills required by bakers and pastry cooks (patissiers) to produce, fill, decorate and present a range of specialized sponges and cakes, where finish, decoration and presentation of a high order is required.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Prepare sponge and cakes	1.1 Ingredients are selected, measured and weighed according to recipe requirements, enterprise practices and customer practices 1.2 Required oven temperature is selected to bake goods in accordance with desired characteristics, standard recipe specifications and enterprise practices *1.3 Sponges and cakes* are prepared according to recipe specifications, *techniques and conditions* and desired *product characteristics* 1.4 Appropriate *equipment* are used according to required pastry and bakery products and standard operating procedures 1.5 Sponges and cakes are cooled according to established standards and procedures
2. Prepare and use fillings	2.1 *Fillings* are prepared and selected in accordance with required consistency and appropriate flavors 2.2 Slice or layer sponges and cakes are filled and assembled according to standard recipe specifications, enterprise practice and customer preferences 2.3 Coatings and sidings are selected according to the product characteristics and required recipe specifications
3. Decorate cakes	3.1 Sponges and cakes are decorated suited to the product and occasion and in accordance with standard recipes and enterprise practices 3.2 Suitable icings and *decorations* are used according to standard recipes and/or enterprise standards and customer preferences
4. Present cakes	4.1 Cakes are presented on accordance with customer's expectations and established standards and procedures 4.2 Equipment are selected and used in accordance with service requirements 4.3 Product freshness, appearances and eating qualities are maintained in accordance with the established standards and procedures 4.4 Cakes are marked or cut portion-controlled to minimize wastage and in accordance with enterprise specifications and customer preferences
5. Store cakes	5.1 Cakes are stored in accordance with establishment's standards and procedures 5.2 *Storage methods* are identified in accordance with product specifications and established standards and procedures

RANGE OF VARIABLES

This unit applies to hospitality enterprises where specialized cakes are prepared and served, such as patisseries, pastry and cake shops, restaurants, hotels.

VARIABLE	RANGE

1. Specialist cakes and sponges	May include but are not limited to:
	1.1 Cakes and sponges used as bases such as:
	    • Genoise sponge
	    • Swiss roll
	    • Sponge fingers
	    • Pound cakes, etc.
	1.2 Those that are for weddings, birthdays and special occasions
	1.3 Those that are for specific cultural feasts and celebrations, both religious and secular

2. Techniques and conditions for producing specialized cakes	May include but are not limited to: 2.1 Weighing/measuring and sifting dry ingredients 2.2 Adding fats and liquids to dry ingredients 2.3 Stirring and aerating to achieve required consistency and texture 2.4 Whisking, folding, piping and spreading 2.5 Selecting and preparing appropriate baking sheets, cake and sponge tins and moulds 2.6 Using required amount of batter according to the desired characteristics of finished products 2.7 Preparing and using appropriate pre-bake finishes and decorations 2.8 Selecting baking conditions and temperatures 2.9 Portioning evenly, accurately and neatly 2.10 Decorating
3. Product characteristics	May include but are not limited to: 3.1 Color 3.2 Consistency and texture 3.3 Moisture content 3.4 Mouth feel and eating properties 3.5 Appearance
4. Equipment	May include but are not limited to: 4.1 Commercial mixers and attachments 4.2 Whisks 4.3 Beaters 4.4 Spatulas, wooden spoons 4.5 Cutting implements for nuts and fruits 4.6 Graters 4.7 Scales, measures 4.8 Bowl cutters 4.9 Piping bags and attachments 4.10 Ovens 4.11 Cake and sponge tins and moulds

5. Fillings	May include but are not limited to: 5.1 Fruit, fresh and crystallized 5.2 Fruit purees 5.3 Jams 5.4 Nuts 5.5 Creams 5.6 Mousse 5.7 Custard
6. Decorations	May include: 6.1 Glazes and jellies 6.2 Icing 6.3 Chocolates 6.4 Sprinkled icing sugar 6.5 Fresh and preserved/crystallized fruits 6.6 Fruit purees 6.7 Nuts, whole or crushed 6.8 Colored/flavored sugar 6.9 Marzipan coatings 6.10 Fondants, butter cream, boiled icings
7. Storage conditions and methods appropriate for cakes	May include but are not limited to: 7.1 Consideration of temperature, light and air exposure 7.2 Use of airtight containers 7.3 Display cabinets including temperature-controlled cabinets 7.4 Refrigeration, chilling and freezing
8. Storage conditions	May include but are not limited to: 8.1 Consideration of temperature, light and air exposure 8.2 Use of appropriate containers 8.3 Display cabinets including temperature-controlled cabinets to cools or warm 8.4 Refrigeration, chilling and freezing

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Demonstrated ability to produce a range of specialized cakes in accordance with established standards and procedures 1.2 Demonstrated ability to produce specialized in accordance with workplace conditions and establishment's standards and procedures 1.3 Applied hygiene and safety principles in accordance with established standards and procedures
2. Underpinning Knowledge	2.1 Varieties and characteristics of specialized cakes, both classical and contemporary 2.2 Historical and cultural aspects of specialized cakes 2.3 Underlying principles in making specialized cakes 2.4 Commodity knowledge, including quality indicators of specialist cake ingredients 2.5 Culinary terms related to specialized cakes commonly used in the industry 2.6 Hygiene and safe handling and storage requirements related to specialized cake ingredients, commodities and products 2.7 Storage conditions for specialized cakes and optimizing shelf life
3. Underpinning Skills	3.1 Principles and practices of hygiene particularly in relation to preparing cake batter and decorating finished cake products 3.2 Safe work practices, particularly in relation to using cutting implements, appliances, heated surfaces, ovens and mixing equipment. 3.3 Portion control and yield
4. Resource Implications	4.1 Commercial kitchen environment using industry-current equipment for making specialized cake 4.2 Use of real ingredients 4.3 Preparation, decoration and presentation of a range of specialized cakes within typical workplace conditions.
5. Methods of Assessment	5.1 Observation of practical demonstration by the candidate on preparing, decorating and presenting specialist cakes, including fillings 5.2 Questions about hygiene procedures, commodities, production techniques and storage requirements 5.3 Review of portfolios of evidence and third party workplace reports of on-the-job performance of the candidate
6. Context for Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers)

UNIT OF COMPETENCY: PREPARE AND DISPLAY PETITS FOURS

UNIT CODE   : **TRS741344**

UNIT DESCRIPTOR   : This unit applies to the knowledge and skills required by bakers and pastry cooks (patissiers) in commercial food production environments and hospitality establishments. It covers the production, display and service of a wide range of petits fours including petits fours glaces, marzipan-based petits fours and caramelized fruits and nuts served as petits fours, to a level of high and consistent quality.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Prepare iced petits fours	1.1 Sponges and bases are prepared, cut and assembled according to standard recipes and enterprise requirements and practices 1.2 *Fillings* are prepared with the required flavors and consistency 1.3 Fondant icing are brought in accordance with the required temperature and established standards and procedures 1.4 *Decorations* are designed and used in accordance with establishment standards and procedures
2. Prepare fresh petits fours	2.1 A selection of small choux paste shapes are baked and decorated in accordance with established standards and procedures 2.2 Baked sweet paste are prepared and blended in accordance with establishment standards and procedures 2.3 Fillings are prepared and used the required flavors and correct consistency 2.4 Garnishes, glazes and finished are used in accordance with established standards and procedures
3. Prepare marzipan petits fours	3.1 Quality marzipan is flavored and shaped to produce mini-sized fruits in accordance with enterprise and client requirements 3.2 Marzipan fruits are coated to preserve desired eating characteristics and softened with egg whites, piped into shapes and sealed/browned with applied heat, according to enterprise practice
4. Prepare caramelized petits fours	4.1 Fresh fruits/fruit segments are selected and coated with pale amber-colored caramel or glazed or any coating specified by the enterprise 4.2 Sandwich dried fruits or nuts are filled with flavored marzipan and coated with pale amber-colored caramel according to specifications and enterprise standards
5. Display petits fours	5.1 Appropriate *receptacles* are selected and prepared for petits fours 5.2 Petits fours are displayed creatively to enhance customer appeal
6. Store petits fours	6.1 Petits fours are stored in proper temperatures and conditions to maintain maximum eating qualities, appearance and freshness 6.2 Petits fours are packaged in accordance with established standards and procedures

RANGE OF VARIABLES

VARIABLE	RANGE
1. Fillings	May include: 1.1 Custards 1.2 Creams 1.3 Ganache
2. Toppings and decorations	May includes: 2.1 Fresh fruits 2.2 Glazes 2.3 Fondant icing 2.4 Chocolate
3. Receptacles	May include: 3.1 Chocolate 3.2 Tulip paste 3.3 Sugar lace 3.4 Croquant 3.5 Glass 3.6 Crystal 3.7 Ceramic 3.8 Metallic platters and trays

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Demonstrated ability to prepare and present a diverse range of petits fours in accordance with established standards and procedures 1.2 Demonstrated ability package and store a range of petits four in accordance with established standards and procedures 1.3 Applied food hygiene and safety principles in accordance with the preparation and presentation process 1.4 Demonstration knowledge on the characteristics of petits four and suitable decorations/garnishes in accordance with established standards and procedures
2. Underpinning Knowledge	2.1 Varieties and characteristics of classical and contemporary petits four including taste, texture, structure, shape and size appropriate for petits fours, according to industry and enterprise standards 2.2 Historical and cultural aspects of petits fours 2.3 Underlying principles in making petits fours 2.4 Commodity knowledge, including quality indicators of petits fours ingredients 2.5 Culinary terms related to petits fours that are commonly used in the industry 2.6 Storage conditions for petits fours and optimizing shelf life 2.7 Properties of the ingredients used and their interaction and changes during production
3. Underpinning Skills	3.1 Principles and practices of hygiene particularly in relation to preparing and decorating finished petits fours its ingredients and commodities 3.2 Safe work practices, particularly in relation to using cutting implements, appliances, heated surfaces, ovens and mixing equipment. 3.3 Portion control and yield 3.4 Working methods used in production and display of petits fours 3.5 Defining and applying corrective steps to ensure quality control 3.6 Creative, artistic skills in decoration and presentation
4. Resource Implications	4.1 Commercial kitchen environment using industry-current equipment for making petits fours 4.2 Use of real ingredients 4.3 Preparation, decoration and presentation of a range of petits fours within typical workplace conditions.
5. Methods of Assessment	5.1 Observation of practical demonstration of the candidate while preparing decorating and presenting petits fours 5.2 Questions about hygiene procedures, commodities, presentation and decoration techniques and storage requirements to ensure optimum quality and foods safety 5.3 Review of portfolios of evidence and third party workplace reports of on-the-job performance of the candidate
6. Context for Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers)

UNIT OF COMPETENCY: PRESENT DESSERTS

UNIT CODE   **: TRS741343**

UNIT DESCRIPTOR   : This unit covers the knowledge and skills in presenting
the various and specialized techniques of desserts
presentation required by bakers and pastry cooks
(patissiers) in commercial food production environments and
hospitality establishments.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables
1. Present and serve plated desserts	1.1 ***Desserts*** are portioned and presented according to product items, occasion and enterprise standards and procedures 1.2 Desserts are plated and decorated in accordance with enterprise standards and procedures
2. Plan, prepare and present dessert buffet selection or plating	2.1 Dessert buffet services are planned and utilized according to available facilities, equipment and customer/enterprise requirements 2.2 Variety of desserts are prepared and arranged in accordance with enterprise standards and procedures
3. Store and package desserts	3.1 ***Desserts are stored*** in accordance with the required temperature and customer's specifications. 3.2 Desserts are packaged in accordance with established standards and procedures

RANGE OF VARIABLES

This unit applies to hospitality enterprises where a variety range of desserts are prepared and served, such as patisseries, pastry and cake shops, restaurants, hotels.

VARIABLE	RANGE
1. Desserts	May include but are not limited to: 1.1 Puddings, pies, tarts, flans, fritters 1.2 Custards, creams 1.3 Fruits, fresh and processed 1.4 Charlotte, bavarois, mousse, soufflé, sabayon 1.5 Meringues, crepes, sweet omelettes 1.6 Sorbet, ice cream, bombe, parfait 1.7 Muffins, shortcakes 1.8 Doughnuts, fritters, pancakes and waffles 1.9 Cakes and sponges such as swiss roll, pound cakes, etc. 1.10 Marzipan
2. Product characteristics	May include but are not limited to: 2.1 Color 2.2 Consistency and texture 2.3 Moisture content 2.4 Mouth feel and eating properties 2.5 Appearance
3. Equipment	May include but are not limited to: 3.1 Commercial mixers and attachments 3.2 Whisks 3.3 Beaters 3.4 Spatulas 3.5 Wooden spoons 3.6 Cutting implements for nuts and fruits 3.7 Graters 3.8 Scales, 3.9 Measures 3.10 Bowl cutters 3.11 Piping bags and attachments 3.12 Ovens 3.13 Cake and sponge tins and moulds
4. Storage conditions and methods	May include but are not limited to: 4.1 Consideration of temperature, light and air pressure 4.2 Use of appropriate containers 4.3 Labeling 4.4 Display cabinets, including temperature-controlled cabinets 4.5 Refrigeration, chilling and freezing 4.6 Length of time in freezer/cool storage

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Demonstrated ability to prepare and present a variety of desserts in accordance with established standards and procedures 1.2 Demonstrated ability to store and package a variety of desserts in accordance with establishment standards and procedures 1.3 Applied food hygiene and safety principles in accordance with the preparation/presentation process 1.4 Demonstration knowledge on the characteristics of desserts and decorations/garnishes and the conditions required for optimum quality and presentation.
2. Underpinning Knowledge	2.1 Varieties and characteristics of specialized cakes, both classical and contemporary 2.2 Historical and cultural aspects of specialized cakes 2.3 Underlying principles in making specialized cakes 2.4 Commodity knowledge, including quality indicators of specialized cake ingredients 2.5 Culinary terms related to specialized cakes that are commonly used in the industry 2.6 Storage conditions for specialized cakes and optimizing shelf life
3. Underpinning Skills	3.1 Principles and practices of hygiene particularly in relation to preparing cake batter and decorating finished cake products 3.2 Safe work practices, particularly in relation to using cutting implements, appliances, heated surfaces, ovens and mixing equipment. 3.3 Hygiene and safe handling and storage requirements related to specialized cake ingredients, commodities and products 3.4 Portion control and yield
4. Resource Implications	4.1 Commercial kitchen environment using industry-current equipment for making various desserts. 4.2 Use of real desserts decoration/garnish ingredients 4.3 Preparation, decoration and presentation of a variety of desserts within typical workplace conditions.
5. Methods of Assessment	5.1 Observation of practical demonstration by the candidate on decorating and presenting specialized cakes including plating and garnishing 5.2 Questions about hygiene procedures, commodities, presentation and decoration techniques and storage requirements to ensure optimum quality and food safety 5.3 Review of portfolios of evidence and third party workplace reports of on-the-job performance of the candidate
6. Context for Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers)

SECTION 3   TRAINING STANDARDS

These guidelines are set to provide Technical and Vocational Education and Training (TVET) providers with information and other important requirements to consider when designing training programs for certain occupations.

They include information on curriculum design; training delivery; trainee entry requirements; tools and equipment; training facilities; and trainer's qualification, among others.

3.1   CURRICULUM DESIGN

Course Title: BREAD AND PASTRY PRODUCTION   NC Level: <u>NC II</u>

Nominal Training Duration: 18 Hours (Basic)
                                            18 Hours (Common)
                                            105 Hours (Core)

Course Description:

This course is designed to enhance the knowledge, skills and attitude in bread and pastry production to prepare and present desserts; prepare and display petits four in accordance with industry standards. It covers the basic, common and core competencies.

To obtain this, all units prescribed for this qualification must be achieved:

BASIC COMPETENCIES

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Participate in workplace communication	1.1 Obtain and convey workplace information 1.2 Complete relevant work related documents 1.3 Participate in workplace meeting and discussion	Group discussion Interaction	Demonstration Observation Interviews/ questioning
2. Work in a team environment	2.1 Describe and identify team role and responsibility in a team 2.2 Describe work as a team member	Discussion Interaction	Demonstration Observation Interviews/ questioning

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
3. Practice career professionalism	3.1 Integrate personal objectives with organizational goals 3.2 Set and meet work priorities 3.3 Maintain professional growth and development	Discussion Interaction	Demonstration Observation Interviews/ questioning
4. Practice occupational health and safety	4.1 Evaluate hazard and risks 4.2 Control hazards and risks 4.3 Maintain occupational health and safety awareness	Discussion Plant tour Symposium	Observation Interview

COMMON COMPETENCIES

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Develop and update industry knowledge	1.1 Identify and access key sources of information on the industry 1.2 Access, apply and share industry information 1.3 Update continuously relevant industry knowledge	Lecture Group Discussion Individual/Group Assignment	Interviews/ Questioning Individual/Group Project or Report
2. Observe workplace hygiene procedures	2.1 Practice personal grooming and hygiene 2.2 Practice safe and hygienic handling, storage and disposal of food, beverage and materials	Lecture Demonstration Role-play	Demonstration Written Examination Interviews/ Questioning

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
3. Perform computer operations	3.1 Identify and explain the functions, general features and capabilities of both hardware and software 3.2 Prepare and use appropriate hardware and software according to task requirement 3.3 Use appropriate devices and procedures to transfer files/data 3.4 Produce accurate and complete data according to the requirements 3.5 Maintain computer system	Lecture Group Discussion Tutorial or self-pace	Interviews/ Questioning Demonstration Observation
4. Perform workplace and safety practices	4.1 Practice workplace safety, security and hygiene systems, processes and operations 4.2 Respond appropriately to faults, problems and emergency situations in line with enterprise guidelines 4.3 Maintain safe personal presentation standards	Lecture Demonstration Role-play Simulation	Demonstration Interviews/ Questioning Written Examination
5. Provide effective customer service	5.1 Apply effective verbal and non-verbal communication skills to respond to customer needs 5.2 Provide prompt and quality service to customer 5.3 Handle queries promptly and correctly in line with enterprise procedures 5.4 Handle customer complaints, evaluation and recommendations	Lecture Demonstration Role-play Simulation	Demonstration Interviews/ Questioning Observation

CORE COMPETENCIES

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Prepare and produce bakery products	1.1 Prepare bakery products 1.2 Decorate and present bakery products 1.3 Store bakery products	Lecture/ Actual Demonstration/ On- the-job training ,Video Presentation	Oral questioning and written examination Observation Demonstration
2. Prepare and produce pastry products	2.1 Prepare pastry products 2.2 Decorate and present pastry products 2.3 Store pastry products	Lecture/ Actual Demonstration/ On- the-job training ,Video Presentation	Oral questioning and written examination Observation Demonstration
3. Prepare and present gateaux, tortes and cakes	3.1 Prepare sponge and cakes 3.2 Prepare and use fillings 3.3 Decorate cakes 3.4 Present cakes 3.5 Store cakes	Lecture/ Actual Demonstration/ On- the-job training ,Video Presentation	Oral questioning and written examination Observation Demonstration
4. Prepare and display petits fours	4.1 Prepare iced petits fours 4.2 Prepare fresh petits fours 4.3 Prepare marzipan petits fours 4.4 Prepare caramelized petits fours 4.5 Display petits fours 4.6 Store petits fours	Lecture/ Actual Demonstration/ On- the-job training ,Video Presentation	Oral questioning and written examination Observation Demonstration
5. Present desserts	5.1 Prepare and serve plated desserts 5.2 Plan, prepare and present dessert buffet selection or plating 5.3 Store and package desserts	Lecture/ Actual Demonstration/ On- the-job training ,Video Presentation	Oral questioning and written examination Observation Demonstration

3.2 TRAINING DELIVERY

The delivery of training should adhere to the design of the curriculum. Delivery shall be guided by the 10 basic principles of competency-based TVET:

- The training is based on curriculum developed from the competency standards;
- Learning is modular in its structure;
- Training delivery is learner-centered and should accommodate individualized and self-paced learning strategies;
- Training is based on work that must be performed;
- Training materials are directly related to the competency standards and the curriculum modules;
- Assessment is based in the collection of evidence of the performance of work to the industry required standard;
- Training is based both on and off-the-job components;
- Training program allows for recognition of prior learning (RPL) or current competencies;
- Training allows for multiple entry and exit; and
- Training programs are registered with the UTPRAS.

The competency-based TVET system recognizes various types of delivery modes, both on and off-the-job as long as the learning is driven by the competency standards specified by the industry. The following training modalities may be adopted when designing training programs:

- The dualized mode of training delivery is preferred and recommended. Thus programs would contain both in-school and in-industry training or fieldwork components. Details can be referred to the Dual Training System (DTS) Implementing Rules and Regulations.

- Modular/self-paced is a competency-based training modality wherein the trainee is allowed to progress at his own pace. The trainer facilitates the training delivery.

- Peer teaching/mentoring is a training modality wherein fast learners are given the opportunity to assist the slow learners.

- Supervised Industry Training or On-the-Job Training is an approach in training designed to enhance the knowledge and skills of the trainee through actual experience in the workplace to acquire specific competencies prescribed in the training regulations.

- Distance learning is a formal education process in which majority of the instruction occurs when the students and instructor are not in the same place. Distance learning may employ correspondence study, or audio, video or computer technologies.

- Project-based instruction is an authentic instructional model or strategy in which students plan, implement and evaluate projects that have real world applications.

3.3 TRAINEE ENTRY REQUIREMENTS

Trainees or students who wants to entry into these qualifications should possess the following requirements:

- can communicate in basic English either oral and written;
- at least high school graduate;
- physically and mentally fit;
- with good moral character; and
- can perform basic mathematical computation
- With pleasing personality

3.4   LIST OF TOOLS, EQUIPMENT AND MATERIALS

Recommended list of tools, equipment and materials for the training
of 25 trainees for **BREAD AND PASTRY PRODUCTION NC II.**

	TOOLS		EQUIPMENT		MATERIALS
QTY		QTY		QTY	
12	Measuring cup, solid	6	Commercial Mixers with complete attachments		Cake flour
12	Measuring cup, liquid (250 & 500 ml)	1	Mechanical Dough roller		Bread Flour
25	Measuring spoon	1	Decker oven		All-purpose
3	Cake turn table	1	Compressor		Sugar
20	Decorating tips	1	Dough cutter		Yeast
6	Rolling pins				Butter
6	Pie pan sizes 6, 8, 10				Margarine
6	Sheet pans				Butter (French bread)
6	Pie cutter				Cooking oil
6	Rubber scrapper				Lard
6	Palette knife				All-purpose cream
6	Cake stand with tier				Whipping cream
6	Cake pillars				Confectioner sugar
6	Sauce pan, s/s				Knox gelatin
6	Ladles s/s				Flaked almonds
6	Knives s/s with plastic handle				Chocolate chips
6	Chopping board, color coded				Chocolate, shredded
6	Scale 2, 10 kgs				Cherries with stem
6	Grater				Cherries
6	Wooden spoons				Food colors
6	Beaters				Tropical fruits
12 sets	Mixing bowl (6 pcs per set)	4	Gas range		Whole wheat, rye, multi grain
6	Wire whisk	1	Upright freezer		Cream cheese

	TOOLS		EQUIPMENT		MATERIALS
QTY		QTY		QTY	
6	Muffin pan, small	1	Refrigerator		Paper cups
6	Muffin pan, medium				Tulip paste
6	Muffin pan, big				Sugar lace
6	Loaf pan, small				Pineapple juice
6	Loaf pan, medium				Contreau
6	Loaf pan, big				
4	Rectangular pan 1x8x8				**TRAINING MATERIALS:**
6	Round pan 6,8, 10, 12, 14, 16				Wilton decorating magazine, video
6	Pie pan				Good Housekeeping Baking Book
6	Flour sifter				
6	Strainer				
3	Double boiler				
	Piping bags				
	Coupler				

3.5   TRAINING FACILITIES

BREAD AND PASTRY PRODUCTION NC II

The Bread and Pastry Production workshop must be of concrete structure. Based on the class size of 25 students/trainees, the space requirements for the teaching/learning and circulation areas are as follows:

Space Requirement	Size in Meters	Area in Sq. Meters	Total Area in Sq. Meters
Lecture/Demo Area	8 x 5 m	40 sq. m.	40 sq. m.
Student/trainee working space	1 x 1 m	1 sq. m.	25 sq. m.
Laboratory	8 x 5 sq. m.	40 sq. m.	40 sq. m.
Learning Resource Center	3 x 5 sq. m.	15 sq. m.	15 sq. m.
Facilities/Equipment/Circulation Area			36 sq. m.
Total Workshop Area :			**156 sq. m.**

3.6   TRAINER'S QUALIFICATIONS FOR TOURISM SECTOR

BREAD AND PASTRY PRODUCTION NC II

- Must have completed a Trainers Training Methodology Course (TM II) or its equivalent
- Must have at least 2 years industry experience
- Must be a holder of a Bread and Pastry Production NC level II or equivalent
- Must be of good moral character
- With pleasing personality
- Must have attended relevant Bread and Pastry Production trainings and seminars (for patisserie trainers) or equivalent
- Proficient in bakery/pastry productions (for Bread and Pastry Production trainers)

3.7   INSTITUTIONAL ASSESSMENT

Institutional assessment is undertaken by trainees to determine their achievement of units of competency. A certificate of achievement is issued for each unit of competency.

SECTION 4   NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS

4.1 To attain the National Qualification of **BREAD AND PASTRY PRODUCTION NC II**, the   candidate must demonstrate competence in all the units of competency listed in Section 1. Successful candidates shall be awarded a National Certificate signed by the TESDA Director General.

4.2 The qualification of Bread and Pastry Production NC II may be attained through:

    4.2.1 Demonstration of competence through project-type assessment covering all required units of the qualification.

    4.2.2 Accumulation of Certificates of Competency (COC) in all the following groups or clusters of core units of the Qualification.

        4.2.2.1 Bread Making
            4.2.2.1.1 Prepare and produce bakery products
            4.2.2.1.2 Present desserts
        4.2.2.2 Pastry Making
            4.2.2.2.1 Prepare and produce pastry products
            4.2.2.2.2 Present desserts
        4.2.2.3 Cake Making
            4.2.2.3.1 Prepare and present gateaux, tortes and cakes
            4.2.2.3.2 Present desserts
        4.2.2.4 Petits fours Making
            4.2.2.4.1 Prepare and display petits fours
            4.2.2.4.2 Present desserts

    Successful candidates shall be awarded Certificates of Competency (COC).

    Upon accumulation and submission of all the above COCs acquired for the relevant units of competency comprising this qualification, an individual shall be issued the corresponding National Certificate.

4.3 Assessment shall focus on the core units of competency. The basic and common units shall be integrated or assessed concurrently with the core units.

4.4 The following are qualified to apply for assessment and certification:

    4.4.1   Graduates of formal, non-formal and informal including   enterprise-based training programs
    4.4.2   Experienced workers (wage employed or self employed)

4.5 The guidelines on assessment and certification are discussed in detail in the "Procedures Manual on Assessment and Certification" and "Guidelines on the Implementation of the Philippine TVET Qualification and Certification System (PTQCS)".

COMPETENCY MAP - TOURISM Sector
(Hotel and Restaurant)
BREAD AND PASTRY PRODUCTION NC II

CORE COMPETENCIES

Organize and prepare food	Establish and maintain quality control	Prepare hot and cold desserts	Develop menus to meet special dietary and cultural needs	Select, prepare and serve specialized food item	Clean and maintain kitchen premises	Select, prepare and serve specialist cuisines	Prepare appetizers and salads	Monitor catering revenue and costs
Prepare sandwiches	Package prepare foodstuffs	Organize bulk cooking operations	Receive and store kitchen supplies	Prepare cook and serve food for menus	Prepare and cook poultry and game	Plan catering for an event or function	Prepare and cook seafood	Prepare food according to dietary and cultural needs
Select, prepare and cook meat	Apply cook-freeze production process	Prepare chocolate and chocolate confectionery	Prepare vegetables, eggs and starch products	Operate fast food outlet	Plan and prepare food for buffets	Apply cook chill operation processes	Implement food safety procedures	Apply catering control principles
Plan and control menu based on catering	Manage facilities associated with commercial catering contracts	Develop food safety program	Prepare pastry, cakes and yeast-based products	Select catering systems	Plan, prepare and display buffet	Present food	Prepare portion controlled meat cuts	Prepare and produce bakery produ
Handle and serve cheese	Prepare stocks, sauces and soups	Transport and store food in a safe and hygienic manner	Prepare pates and terrines	Prepare and produce pastry products	Prepare and present gateaux, tortes and cakes	Prepare and display petits fours	Present desserts	

COMMON COMPETENCIES

Develop and update industry knowledge	Observe workplace hygiene procedures	Perform computer operations	Perform workplace safety practices	Provide effective customer service

BASIC COMPETENCIES

Receive and respond to workplace communication	Work with others	Demonstrate work values	Practice housekeeping procedures (5S)	Participate in workplace communication	Work in team environment	Practice career professionalism	Practice occupational health and safety procedures	Lead workplace communication	Lead small teams
Develop and practice negotiation skills	Solve problems related to work activities	Use mathematical concepts and techniques	Use relevant technologies	Utilize specialized communication skills	Develop teams and individuals	Apply problem-solving techniques in the workplace	Plan and organize work	Collect, analyze and organize information	Promote environmental protection

DEFINITION OF TERMS

Almond paste	A mixture of finely ground almonds and sugar
Angel food cake	A type of cake made of meringue and flour
Baba	A type of yeast bread or cake that is soaked in syrup
Bagel	A ring-shaped lean yeast bread or coffee cake
Bagged	A cookie make up method on which the dough is shaped and deposited with a pastry bag
Bar	A cookie make up method in which the dough is shaped into flattened cylinders, baked, and sliced crosswise into individual cookies
Batter	A semi-liquid mixture made of flour or other starch used for the production of cakes and breads; also used for coating products to be fried
Bavarian cream	A light, cold dessert made of gelatin, whipped cream and custard sauce or fruit
Boiled icing	Italian meringue used as cake icing
Bavarois	
Beaters	
Bombe	A type of frozen dessert made in a dome-shape
Bread flour	Strong flour such as patent flour used for breads
Brioche	Rich yeast dough containing large amounts of eggs and butter; a product made from this dough
Brown sugar	Regular granulated sucrose containing various impurities that give distinctive flavor
Butter cream	An icing made of butter and/or shortening blended with confectioners' sugar or sugar syrup, other ingredients may also be added
Cake flour	A fine, white flour made from soft wheat
Caramelization	The browning of sugar caused by heat
Charlotte	A cold dessert made of Bavarian cream or other cream in a special mould, usually lined with lady fingers or other sponge products; a hot dessert made of cooled fruit and baked in a special mould lined with strips of bread
Chemical leavener	A leavener such as baking soda, baking powder, or baking ammonia, which releases gases produced by chemical reactions
Chiffon cake	A light cake made following the chiffon method – cake mixing method involving the folding
Cocoa	The dry powder that remains after cocoa solids and cocoa butter
Cocoa butter	A white or yellowish fat found in natural chocolate
Common meringue	Eggwhites and sugar whipped to a foam', also called French meringue
Compote	Cooked fruit served in its cooking liquid, usually a sugar syrup

Confectioners' sugar	Sucrose ground in to fine powder and mixed with a little cornstarch to prevent caking
Creaming method	A mixing method that begins with the blending of fat and sugar; used for cakes, cookies and similar items
Crepes	A very thin French pancake, often served rolled with filling
Croissants	A flaky, buttery yeast roll shaped like a crescent and made from a rolled-in dough
Crystallize	To form crystals, as in the case of dissolved sugar
Custard	A liquid that is thickened or set by coagulation of egg protein
Dark chocolate	Sweetened chocolate consist of chocolate liquor and sugar
Dredge	To sprinkle thoroughly with sugar or another dry powder
Drop batter	A batter that is too thick to pour but will drop from a spoon in lumps
Fondant	A type of icing made pf boiled sugar syrup that is agitated so that it would crystallize into a mass of extremely small white crystals
Ganache	A rich cream made of chocolate and heavy cream
Gateau	French word for cake
Gelatin	A water soluble protein extracted from animal tissue and is used as a jelling agent
Genoise	A sponge cake made by whipping whole eggs with sugar and folding in flour and sometimes, melted butter
Glace	Glazed, coated with icing; frozen
Glaze	A shiny coating such as syrup, applied to a food; to make a food shiny or glossy by coating it with a glaze or by browning it under a broiled or in a hot oven
Gluten	An elastic substance formed from proteins present in wheat flours which gives structure and strength to baked goods
Granulated sugar	Sucrose in a fine crystalline form
Gum paste	A type of sugar paste or pastillage made from vegetable gum
Ice cream	A churn-frozen mixture of milk, cream, sugar, flavorings and sometimes eggs
Leavening	The production or incorporation of gases in a baked product to increase volume and to produce shape and texture
Margarine	An artificial butter product made from various hydrogenated fats and flavorings
Marzipan	A paste or confection, icing or filling made of meringue and gelatin (or other stabilizers)
Meringues	A thick, white foam made of whipped egg whites and sugar
Milk chocolate	Sweetened chocolate containing milk solids
Moulded	A cookie make up method in which the dough is shaped into cylinders, cut into equal portions, and shaped as desired
Mousse	A soft or creamy dessert made light adding whipped cream, egg whites or both
Muffin method	A mixing method in which the mixed dry ingredients are combined with the mixed liquid ingredients
Parfait	A type of sundae served in a tall, thin glass; a still frozen dessert made of egg yolks syrup and heavy cream

Pastry cream	A thick custard sauce containing eggs and starch
Pastry flour	A weak flour used for pastries and cookies
Peel	A flat wooden shovel used to place and remove hearth breads in an oven
Petit four	A delicate cake or pastry small enough to be eaten in one or two bites
Pour batter	A batter that is liquid enough to pour
Puff pastry	A very light, flaky pastry made from a rolled-in dough and leavened by steam
Retarder-proofer	An automated, timer controlled combination of retarder/freezer and proofer used for holding and proofing yeast product
Sabayon	A foamy dessert or sauce made of egg yolks whipped with wine or liqueur
Savarin	A type of yeast bread or cake soaked in syrup
Sheet	A cookie make up method in which the dough is baked in sheets and cut into portions
Sherbet/sorbet	A frozen dessert made of water, sugar, fruit juice and sometimes milk or cream
Soufflé	A baked dish containing whipped egg whites, which make to dish rise during baking; a still frozen dessert made in a soufflé dish so that it would resemble a baked soufflé
Sponge	A batter or dough of yeast, flour and water that is allowed to ferment and is then mixed with more flour and other ingredients to make a g=bread dough
Sponge cake	A type of cake made by whipping eggs and sugar to a foam, then folding in flour
Tart	A flat, baked item consisting of a pastry and a sweet or savory topping of filling; similar to a pie but usually thinner
Tulipe	A thin, crisp cookie moulded into a cup shape
Turntable	A pedestal with a flat, rotating top used for holding cakes while they are being decorated
Zabaglione	An Italian dessert or sauce made of whipped egg yolk and marsala wine
Zest	The colored outer portion of the peel of a citrus fruit

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