

**New Zealand Certificate in Food and Beverage Service (Level 4)**

<b>MOE Code</b>	NZ2105	<b>Level</b>	4	<b>Duration</b>	1 semester	<b>Version</b>	1
<b>Delivery</b>	Full-time, Intramural		<b>Intakes</b>	Semester 1 and 2			
<b>Strategic purpose</b>	<ul style="list-style-type: none"> <li>To provide competent employees for the food and beverage sector who are able to work as food servers with advanced skills in the restaurant sector.</li> <li>To provide competent employees for the quick service restaurant sector who are able to work as a shift supervisor in a Quick Service Restaurant.</li> <li>To provide for those individuals who are employed as food servers, a credential that will enhance their employment opportunities across a range of establishments in the hospitality sector.</li> <li>To establish standards of professional practice for advanced food and beverage service that can provide customers with confidence in a range of hospitality environments.</li> </ul> <p>The strands in this qualification allow graduates to specialise in an area of food and beverage service.</p>						
<b>Graduate profile</b>	<p>Graduates of this qualification will be able to:</p> <ul style="list-style-type: none"> <li>Monitor and maintain health and safety, food safety and security practices to ensure own safety and minimise potential hazards when serving customers.</li> <li>Monitor and maintain interactions between colleagues, managers and customers to provide efficient customer service.</li> <li>Monitor and maintain the application of standard operating policies and procedures to work roles in a hospitality establishment.</li> </ul> <p><b>Restaurant Services strand:</b></p> <ul style="list-style-type: none"> <li>Monitor and maintain food and beverage service operations.</li> <li>Monitor and maintain legislative compliance requirements for a hospitality establishment.</li> </ul>						
<b>Career options</b>	Graduates of the programme will be able to work as food servers with advanced skills that are able to monitor and maintain food and beverage operations, in a broad range of food and beverage service outlets.						
<b>Further study</b>	This qualification may lead on to the New Zealand Certificate in Hospitality (Advanced) (Level 5) with strands in Accommodation, Food and Beverage Service, Catering Services and Quick Service Restaurants Services.						
<b>Award(s)</b>	New Zealand Certificate in Food and Beverage (Level 4) with strand in Restaurant Service						
<b>Completion requirements</b>	60 credits, as listed in Programme Structure. <i>This programme has been accredited by NZQA. This programme is partially assessed against NZQF standards and credits gained will be reported to NZQA.</i>						
<b>Entry requirements</b>	Refer to Generic Entry Requirements listed on Page 29. Applicants for whom English is not a first language must have an IELTS score of 5 with no band score lower than 5; or an accepted international equivalence.						
<b>Credit recognition</b>	Credit from Recognition of Prior Learning, Credit Transfer and Unit Standard Transfer (if applicable) will be in accordance with the policy <i>Credit Recognition (05.004)</i> .						
<b>Time limit for completion</b>	2 years from initial enrolment						

**Programme structure**

Note: Unit standards listed in this programme are correct at the time of publication, but may be subject to change as required by NZQA.

Code	Title	Credits	Level
<b>Compulsory courses</b>			
4521.0001	Food and Beverage Operations – Staff Supervision	15	4
4521.0002	Food and Beverage Operations – Service supervision	15	4
4521.0003	Food and Beverage Operating Procedures and Guidelines	15	4
4521.0004	Food and Beverage Operational Systems	15	4

**Course prescriptors**

Title	Code	Credits	Level
<b>Food and Beverage Operations – Staff Supervision</b>	<b>4521.0001</b>	<b>15</b>	<b>4</b>

Aim: To develop strategies to monitor and maintain effective and collegial work environments ensuring the provision of excellent customer service.

<b>Food and Beverage Operations – Service Supervision</b>	<b>4521.0002</b>	<b>15</b>	<b>4</b>
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Aim: To monitor and maintain effective food and beverage service operations including the application of standard staff operating policies and procedures within a hospitality establishment.

<b>Food and Beverage Operating Procedures and Guidelines</b>	<b>4521.0003</b>	<b>15</b>	<b>4</b>
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Aim: To monitor and maintain interactions between colleagues, managers and customers to provide efficient customer service, and develop strategies to enable collegial work environments.

*This course includes unit standards 4646, and 16705*

<b>Food and Beverage Operational Systems</b>	<b>4521.0004</b>	<b>15</b>	<b>4</b>
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Aim: To monitor and maintain food and beverage service operations.