

Aratohu Hōtaka | Programme Guide

2104 NZ Certificate in Food and Beverage Service
(Level 3, 60 credits)

Leading to the award of:

2104 New Zealand Certificate in Food and Beverage Service (Level 3) with strands in
Barista and Restaurant Services



Te Pūkenga

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Version History

Version	Effective date	Created/reviewed by	Reason for review/comment
1	October 2022	Te Pūkenga Programme Unification Team	First issue
2	December 2022	Ara Institute of Canterbury	Standard Template

He Kupu Whakatau | Welcome

Nau mai, haere mai rā ki Te Pūkenga! Whiria ngā taura mātauranga hei kete whakairo, hei whakamaunga kanohi nō ngā iwi.

Welcome to Te Pūkenga! By enrolling on the New Zealand Certificate in Food and Beverage Service (Level 3) programme, you have become part of our Te Pūkenga network supporting ākonga (learners like you), right across Aotearoa.

Te Pūkenga is creating a unified network of polytechnics and industry training organisations to give you the benefit of the strengths of the whole network in your local region. The aim is to connect learning in Waitaha | Canterbury more closely with learning in other parts of Aotearoa to give you more choices in what, where, and how you can learn. Our ākonga are at the centre of everything we do. You are now part of a system that aims to

- be culturally responsive,
- honour Te Tiriti o Waitangi,
- be consistent across the country, and
- let you learn at your own pace, in your own place.

Te Pūkenga is here to help you fit learning around your life. Kaiako (tutors), advisors and other staff will support you within a learning environment where you are treated as an individual. We encourage you to get to know others in your programme so that you can enjoy working with them and build up your own network of academic friends for the future.

We are pleased that you have decided to enrol in this programme with Te Pūkenga and wish you every success on your journey with us!

He Kupu Whakataki | Introduction

This Programme Guide contains essential information about the New Zealand Certificate in Food and Beverage Service (Level 3) programme. You will need to refer to this Guide regularly. Discuss any part of it that seems unclear with your kaiako or programme coordinator.

This Programme Guide contains general information on the programme. When you need information about a specific course, like timetable and assessment details, refer to the Course Guide for that course.

As ākonga, you will also need information that is not specific to your programme or courses, like how to access the library and learning support, and what pastoral care is available. For this information, use the links below.

[Student Policies](#) for special assessment consideration, extension beyond course end date, appeal of grade)

[Student Handbook](#) or [MyAra](#) for useful information about studying at Ara

[Raising problems or complaints](#)

[Library](#)

[Learning Services](#)

[Disability Services](#)

[Māori support/achievement services](#)

[Pasifika support/achievement services](#)

Te Hiranga Tangata | Important Contacts

	Name	Contact details
Programme Coordinator	Cheryl Stokes	E: Cheryl.Stokes@ara.ac.nz P: 03 940 8465 Office: U331
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Disability Facilitator	Katie Howie	E: Katie.Howie@ara.ac.nz P: 021 276 2806 O: U300
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Horopaki ā-Hōtaka | Programme Background

The aim of this programme is to enable successful ākonga to enter the food and beverage service industry with the knowledge, skills and attributes to provide food and/or beverage services in a casual dining or bar context.

As a graduate of this programme, you will be able to:

1. Apply health and safety, food safety and security practices to ensure own safety and minimise potential hazards when serving customers in a hospitality establishment.
2. Communicate effectively when serving customers and behave in a professional manner with colleagues, managers and customers in a hospitality establishment.
3. Follow standard operating procedures to deal with familiar problems in a hospitality establishment.

Graduates of the Barista strand will also be able to:

4. Prepare and present a range of espresso beverages for customers.

Graduates of the Restaurant Services strand will also be able to:

5. Provide food and beverage service in a restaurant.

Ngā Herenga Matua ō te Hōtaka | Programme Essentials

Conduct Guidelines

Any organisation needs rules and regulations in order to operate successfully: this department is no exception. Our rules are based on safety regulations, health regulations, teaching requirements and the welfare of learners and staff. A failure to operate within the boundaries of those rules may result in disciplinary action being taken.

Our hospitality industry is focused on providing memorable experiences and values its high standard of personalised service and safe and clean environments. Industry trainees are encouraged to adopt the expectations and etiquette required by both the customer and management within the industry.

Our policies have been developed to accustom you to these standards. They cover such things as uniform, personal presentation, attendance, lateness, respect for property, respect for peers and supervisors, and respect for yourself.

Every attempt has been taken to ensure these policies enhance your learning and prepare you for a smooth transition from your studies to employment in your chosen career.

**Kia tau tonu rā ngā manaakitanga i ngā wā katoa
May manaaki form the basis of all we do all of the time**

Manaakitanga:

Actions and behaviours that embody the expression of empathy, compassion, hospitality, and generosity

Personal Presentation and Uniform

To comply with the Food Act and the Health and Safety Act we recommend minimising jewellery, facial piercings and nail polish.

To meet professional practice these criteria are included as part of the Assessment Rubric. Hospitality Industry employers have high expectations regarding dress and appearance standards. To prepare you for work in this industry you are expected to wear a uniform for all practical classes i.e. restaurant, bar and barista classes.

Hair

Hair to remain off your face. Please ensure hair is clean and tied up if below shoulder-length and hair is styled in such a way so that you will not touch it.

Jewellery and piercings

Jewellery may become caught on equipment and can accumulate bacteria, it is recommended that minimal jewellery be worn in class or removed entirely.

Hands and Nails

Nails must be kept short and clean. Only clear or neutral shades of nail polish should be worn. Chipped nail polish is not acceptable.

Warmth

Sometimes an extra layer is required under your uniform. This is to be a clean, tidy, single-coloured garment.

Quick reference – Where to find help if you have feedback or want to raise an issue

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice sets out the expectations that tertiary education organisations need to consider how their overall systems and resources support learners' wellbeing and safety.

For more detailed information on the code, and support areas listed below, please refer to the Student Information Handbook available on MyAra under Student Admin

<https://www.ara.ac.nz/student-services/studying-at-ara/programme-handbooks/>

Support Area	Details	People	Links
Department Staff	This team are your first port of call for issues impacting your ability to study	<ul style="list-style-type: none">- Tutor- Qualification Coordinator- Academic Manager- Head of Department	
Student reps	Student reps are invited to attend student rep meetings within your department where they can raise issues on your behalf	<ul style="list-style-type: none">- Student Voice- Posters of your student reps are displayed in your department	https://tewaka.sharepoint.com/sites/Int_SS/SitePages/Student-Voice.aspx
Student services	Ara offers a wide range of student services	<ul style="list-style-type: none">- Student Advisors- Health Centre- Student Voice	https://myara.ara.ac.nz/pages/personal-support/student-central
Independent Student Advocate	Student Advocacy is available to assist you if you are facing difficulties within or beyond Ara that could affect your study	<ul style="list-style-type: none">- Duncan Dunbar 027 273 6246 Duncan.Dunbar@ara.ac.nz X106 (Rakaia Centre)	https://myara.ara.ac.nz/pages/personal-support/student-advocacy

Complaints process	<p>Ara has a process to support you and respond if you have a concern or complaint about a course, tutor, or another aspect of your programme</p>	<ul style="list-style-type: none"> - Complaints Co-ordinator 	<p>https://www.ara.ac.nz/site/assets/documents---home/about-us/complaints/cpp117-raising-problems-or-complaints-.pdf</p> <p>https://www.ara.ac.nz/site/assets/documents---home/about-us/policies/general-administration/cpp117a-raising-problems-or-complaints-form.pdf</p>
Safespace	<p>Safespace is the tool we use to report risks, accidents and other incidents</p>	<ul style="list-style-type: none"> - Safety & Wellbeing Co-ordinator - Safety & Wellbeing Business Partner 	<p>https://tewaka.sharepoint.com/sites/Int_SaW/SitePages/SafePlace-FAQ-for-Learners.aspx</p>
Important Policies	<p><i>All Ara Corporate and Academic Policies can be found at</i></p> <p>https://www.ara.ac.nz/about-us/policies</p>		<p>https://myara.ara.ac.nz/pages/student-admin/rights-and-responsibilities</p> <p>https://www.ara.ac.nz/site/assets/documents---home/about-us/policies/human-resources/cpp209_harassment_prevention.pdf</p>

Waeture ā-Hōtaka | Programme Regulations

Programme regulations outline the requirements for

- entry into the programme,
- progress through the programme,
- and completion of the programme

They will help you to understand these requirements. Read the Programme Regulations in conjunction with the relevant policies and procedures.

Whakatapoko | Admission

General admission	Open Entry, if the delegated authority at the campus/site is satisfied that the applicant has the capability to complete the requirements of the programme.
English language requirements	<p>All applicants (international and domestic) for whom English or te reo Māori is not a first language need to provide evidence that they have the necessary English language proficiency required for the programme.</p> <p>International applicants are required to have an IELTS score of 5 (general or academic) with no individual band lower than 5 from one test taken in the preceding two years, or an equivalent described in NZQA Rules.</p>

Tūtukitanga Whakamihi | Credit Recognition

You can have credits recognised for previous work through cross credit, credit transfer and recognition of prior learning. The provisions and procedures for doing this are set out in relevant policies and procedures.

Tohu o te Hōtaka | Award of Qualification

Credit requirements

To be awarded the **New Zealand Certificate in Food and Beverage Service (Level 3) (with strands Barista, Bar Services, Café Services, Function Services and Restaurant Services)**, ākonga must achieve a minimum of 40 credits in the pattern set out in Table 1 below from the courses set out in Table 2 below.

Note: Ākonga may opt to complete more than one strand.

Table 1: Credit Requirements

Level	Compulsory credits	Strand credits	Total credits
3	20	20	40

Table 2: Schedule of Courses

Course code	Course title	Credits	Pre-requisites
Compulsory Course for all Strands			
HOSP3201	Food and Beverage Core Skills	20	Nil
Courses per Strand			
For the Barista Services strand:			
HOSP3203	Barista Service	20	Nil
For the Restaurant Services strand:			
HOSP3206	Restaurant Service	20	Nil
TOTAL CREDITS		60	

Programme completion

The minimum time to complete this programme is 15 weeks (full-time study) or one year (part-time study).

The maximum time to complete this programme is three years. The delegated authority may approve an alternative maximum completion time.

Courses available at Ara Te Pūkenga are noted above in red.

Waeture Aromatawai | Assessment Regulations

Grading	<p>Assessment in this programme is competency-based.</p> <p>Grading follows the guidelines in Te Kawa Maiorooro Educational Regulatory Framework.</p> <p>Specific assessment and/or course pass requirements are detailed in programme delivery documentation.</p>
Additional assessment opportunities	<p>Ākonga who fail an assessment can re-sit/resubmit it.</p> <ul style="list-style-type: none">• One resit per failed assessment.• Learners who do not attend an assessment without a genuine reason (ie medical) will be required to attend a resit. Their missed assessment will be counted as the first attempt. <p>Ākonga who fail a course can be reassessed.</p> <ul style="list-style-type: none">• Refer to Te Pūkenga Assessment Policy
Assessment submission	<p>Individual course outlines tell you the dates and processes for submitting assessments.</p> <p>If you are unable to submit an assessment by the due time and date</p> <ul style="list-style-type: none">• Contact your kaiako (tutor) in the first instance to discuss if you will be able for an extension.• If you are granted an extension, you will be provided with a revised date to submit.• If you submit an assessment late without a valid reason you may not pass the course.
Special assessment circumstances	<p>If conditions beyond your control</p> <ul style="list-style-type: none">• prevent you from completing an assessment, or• negatively affect your performance in an assessment, <p>you may be eligible for special consideration. Details are outlined in relevant policies and procedures.</p>

Aromatawai i roto i tēnei Hōtaka | Assessment in this Programme

Assessment is a structured process of gathering evidence and making judgements on ākonga performance in relation to predetermined criteria. It is integral to learning and teaching. The assessment process is designed to

- assess your capabilities in a fair, valid, and reliable manner;
- stimulate and enhance learning;
- provide you with feedback regarding your own learning and for developmental purposes;
- evaluate your achievement and the demonstration of specified learning outcomes; and
- evaluate the achievement of the programme aims and objectives.

Assessment in this programme will evaluate your knowledge and skills. Each assessment will focus on one or more course learning outcome/s. Your performance in the assessment will reflect the extent to which you have achieved the targeted learning outcome/s.

We keep copies of all assessment material you submit for as long as you are in the programme because NZQA requires us to do so. Te Pūkenga may also use your assessment material may be used for moderation purposes. Moderation makes sure that all assessment is valid, reliable, fair, manageable and authentic. During moderation, different assessors look at the same submitted assessment material to ensure that they are applying standards consistently and making valid judgements.

Te Tirohanga Whānui i ngā Aromatawai | Assessment Overview

The assessment overview below will give you an idea of the types of assessment you can expect in this programme. This will help you plan ahead so you have time set aside to work on assessments and submit them by the due date and time. Course Guides give details about each assessment in a course.

HOSP3201 Food and Beverage Core Skills	Assessment 1 Theory Worksheets	Assessment 2 Bar Service Practical
	Weighting: 60%	Weighting: 40%
HOSP3203 Barista Service	Assessment 1 Beverage Standards	Assessment 2 Coffee to Go Team Assessment
	Weighting: 40%	Weighting: 60%
HOSP3206 Restaurant Service	Assessment 1 Restaurant Practical	Assessment 2 Theory Assessment
	Weighting: 70%	Weighting: 30%

Ngā mihi



Te Pūkenga