

2017

FOOD AND BEVERAGE PROGRAMME HANDBOOK



NEW ZEALAND CERTIFICATE IN FOOD AND BEVERAGE SERVICE
(CAFE SERVICES AND BARISTA) (LEVEL 3)

Academy North Shore Campus

7 Argus Place
Hillcrest
Auckland 0627
Ph: +64 9 443 7640

Academy Christchurch Campus

365 Madras Street
Christchurch Central
Christchurch 8013
Ph: +64 3 366 3489

0800 4 ACADEMY (0800 422 2336) Toll Free within New Zealand

Welcome

Academy New Zealand is one of New Zealand's most established private education providers and provides an extensive range of learning programmes at levels 1 - 7 on the New Zealand Qualifications Framework. It has been in operation for 30 years; with a consistent focus on achievement. On completion of any learning programme, Academy students will be awarded the appropriate NZQA Approved Qualifications, Unit Standards, New Zealand Certificates or Diploma, providing nationally recognised qualifications of the skills and standards achieved. We pride ourselves on our student achievements and we believe that it is Academy New Zealand's differences that make the difference.

Introduction to Staff

Christchurch Campus

Landi Pretorius – Programme Leader & Tutor

I am Programme Leader for Hospitality at Academy NZ. I have been a restaurant manager and event coordinator organising weddings, conferences and other functions. I hold a Hospitality Management degree and an Adult Education degree. I have 10 years teaching and training experience and have found a passion for training young adults for the Hospitality world.

North Shore Campus

Paula Donnellan - Tutor

Originally from Ireland, I have currently spent a lot of time working in the hospitality industry. I started my career as a trainee Hotel manager at Howth Lodge Hotel. I also trained in Dublin with such iconic brands as Bewleys and Debenhams PLC. I have a diploma in Hotel and Catering Management, a BA of Applied Management from Otago University and currently undertaking a post graduate course in Quality Management at Massey University. After many years of training and managing teams in the industry, I decided to train students in the classroom, I taught Applied Management level 7 at NZIE before joining the team at Academy New Zealand as level 3 hospitality Tutor.

Food & Beverage Services (Café Services and Barista) Summary

Qualification: New Zealand Certificate in Food and Beverage (Level 3)

Credits: 60

Duration: 20 weeks (including 2 holiday weeks)

Tuition Fees: Zero fees scheme - 16 – 19 year olds
\$3,750 – 20+ years

Compulsory Course Costs: \$360 (barista training, site visits, guest speakers, t-shirt, apron, hat, guest speakers, learning materials)

The purpose of this programme is to provide competent employees for the food and beverage sector who are able to work as service personnel in cafés and front of house baristas in hospitality establishments, such as, cafés and restaurants which provide barista services. It will provide for those individuals who are employed as service personnel a credential that will support their employment opportunities across a range of establishments in the hospitality sector. This qualification also aims to establish standards of professional practice for basic service that can provide customers with confidence in a range of hospitality environments.

Graduate Profile

An Academy New Zealand graduate has relevant and current subject knowledge, real-world skills to put knowledge into practice, and personal and professional qualities to make a difference. Graduates of this qualification will be able to:

- Apply health and safety, food safety and security practices to ensure own safety and minimise potential hazards when serving customers
- Communicate effectively when serving customers and behave in a professional manner with colleagues, managers and customers
- Follow standard operating procedures to deal with familiar problems in a hospitality establishment
- Prepare and serve food and beverages in a café
- Prepare and present a range of espresso beverages for customers

Graduate Destination

Graduates of this qualification may progress to a New Zealand Certificate in Food and Beverage Service (Level 4) or can pathway into relevant industry certifications or other Level 3 or Level 4 qualifications. This qualification may lead to employment as a junior waiter/waitress in a small establishment such as a café, lunch bar or rest home; barista in a mid-range to large Cafe, or as a food and beverage attendant in hotels or commercial catering.

Calendar

Date	Event
30 January 2017	Auckland Anniversary
23 January 2017	Intake
27 February 2017	Intake
3 April 2017	Intake
14 April 2017	Public holiday – Good Friday
17 April 2017	Public holiday – Easter Monday
25 April 2017	Public holiday – ANZAC Day
8 May 2017	Intake
5 June 2017	Public holiday – Queen's Birthday
12 June 2017	Intake
17 July 2017	Intake
21 August 2017	Intake
25 September 2017	Intake
23 October 2017	Public holiday – Labour Day
30 October 2017	Intake
17 November 2017	Canterbury Anniversary Day

Holiday dates can vary.

Your Campus Manager will inform you of your programme holiday dates at orientation.

Course Outlines

Course One: Café Service Skills and Knowledge (15 Credits)

Course one teaches students the health and safety practices required when working in a hospitality service environment. They will also learn sales and service skills and how to prepare for counter service, students will begin to build their coffee skills knowledge learning about the origin and production of coffee.

Course	Café Service Skills and Knowledge						
1	27927 L3 C5 Apply health, safety and security practices to service delivery operations				14440 L2 C2 Prepare and clear areas for counter food service for a commercial hospitality establishment		
	17284 L3 C3 Demonstrate knowledge of coffee origin and production				21853 L3 C5 Provide hospitality sales and service opportunities to customers		
Delivery	4.5 weeks						
Unit Standard	Delivery Mode				Assessment Mode		
	Theory	Practical Kitchen / Cafe	Research	Self-Directed	Written Classroom	Practical	Work Placement
27927	✓	✓	✓	✓	✓		✓
14440	✓	✓	✓	✓	✓	✓	✓
17284	✓	✓	✓	✓	✓		
21853	✓	✓	✓	✓	✓	✓	✓

Course Two: Café Cookery Skills (15 Credits)

Students will spend much of their time in the café kitchen in this course, learning food safety practices required when preparing café food that includes basic pastry dishes, baking sponges, cakes and scones and preparing complex sandwiches for service.

Course	Café Cookery Skills						
2	27955 L3 C5 Apply food safety practices in a food related business				13322 L3 C4 Prepare and cook basic pastry dishes in a commercial kitchen		
	13325 L3 C4 Prepare and bake basic cakes, sponges, and scones in a commercial kitchen				13282 L3 C2 Prepare, assemble, and present complex sandwiches for service in a commercial kitchen		
Delivery	4.5 weeks						
Unit Standard	Delivery Mode				Assessment Mode		
	Theory	Practical Kitchen / Cafe	Research	Self-Directed	Written Classroom	Practical	Work Placement
27955	✓	✓	✓	✓	✓	✓	✓
13322	✓	✓	✓	✓	✓	✓	
13325	✓	✓	✓	✓	✓	✓	
13282	✓	✓	✓	✓	✓	✓	

Course Three: Barista Skills (15 Credits)

This course focuses on the preparation of hot and cold beverages, students will learn barista skills required to operate in a café environment. Students will also learn essential skills of how to interact with other staff, managers and customers to meet the expectations of a hospitality environment.

Course	Barista Skills						
3	27928L3C5 Interact with staff, managers and customers to provide service delivery outcomes	14425L2C5 Prepare and serve hot and cold non-alcoholic drinks for a commercial hospitality establishment			17288L3C5 Prepare and present espresso beverages for service		
Delivery	4.5 weeks						
Unit Standard	Delivery Mode				Assessment Mode		
	Theory	Practical Kitchen / Cafe	Research	Self-Directed	Written	Practical	Work Placement
27928	✓		✓	✓	✓	✓	✓
14425	✓	✓	✓	✓	✓	✓	✓
17288	✓	✓	✓	✓	✓	✓	✓

Course Four: Café Practice (15 Credits)

This course focuses on service in the café environment, students will learn how to maintain and provide counter service and table service. Students will also learn the skills and knowledge required to apply standard operating procedures in a hospitality workplace.

Course	Café Practice						
4	27929L3C5 Apply standard operating procedures and the code of conduct to a work role in a service delivery organisation	14441L3C5 Provide café counter service in a hospitality establishment	27940L3C5 Provide café table service in a hospitality establishment				
Delivery	4.5 weeks						
Unit Standard	Delivery Mode			Assessment Mode			
	Theory	Practical Kitchen / Cafe	Research	Self-Directed	Written Classroom	Practical	Work Placement
27929	✓	✓	✓	✓	✓	✓	✓
14441	✓	✓	✓	✓	✓	✓	✓
27940	✓	✓	✓	✓	✓	✓	✓

Work Placement

Work placement is an important part of Academy programmes, this gives students the opportunity to put learning into practice through real world experience.

Programme Delivery Schedule

New Zealand Certificate in Food & Beverage (Café Service and Barista) (Level 3)				
WEEK	COURSE 1 Café Service & Knowledge	COURSE 2 Café Cookery Skills	COURSE 3 Barista Skills	COURSE 4 Café Practice
1	27927 14440 17284 21853 Assessment Completion			
2				
3				
4				
5				
6		27955 13322 13225 13282 Assessment Completion		
7				
8				
9				
10				
11			27928 14425 17288 Assessment Completion	
12				
13				
14				
15				
16				27929 14441 27940 Assessment Completion
17				
18				
19				
20				

Training Agreement for Work Placement

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Training Agreement for Work Placement

(Use this form for work experience)

Student	
Name	
Address	
Phone	

Employer	
Company	
Contact Name	
Site Address	
Postal address	
Phone	

Tutor	
Name	
Phone	

Terms of Agreement

Training

- Training shall commence on/...../..... and shall be completed on/...../..... or at such time as agreed by all parties as reasonable to allow the student to gain the skills outlined in the attached training plan.
- Hours of work shall be:
- The majority of the student's day shall be spent in training in accordance with the requirements of the Training Plan.
- Any major changes to the Training Plan must be made in consultation with all three signatory parties.
- The employer will promptly inform the tutor of any matters that may affect the delivery of the agreed training. This may include an offer of employment to the student, whether it is casual, temporary or full time employment.

Support

- The person training or supervising the student will be and they will be available at all times to support the student and to answer any questions that the student may have.
- The tutor will support the student by contacting the student weekly, if on a long term placement a site visit to the workplace must be completed fortnightly.
- The employer shall be aware of and allow for monitoring visits by the tutor, such visits to be subject to prior arrangement between the employer and tutor.
- It is the responsibility of the employer to provide the student with an adequate level of support and supervision to enable the Training Plan to be achieved. This includes regular feedback on the student's performance. Towards the end of the work placement, the employer will be asked to complete an evaluation report on the student's performance. This will be discussed with the student and be kept as a part of their student file.
- It is the responsibility of the tutor to provide an appropriate level of support to the employer and student to enable the training plan to be achieved.
- The employer and student should seek assistance and advice of the tutor on any matters affecting the training relationship between the parties.

General conditions of employment

- Other than wages and allowances, all other conditions of employment contained in the relevant collective agreement, award or other general conditions of employment of the work site shall apply.
- The employer shall provide a clean and safe working environment. The employer is responsible to ensure the provision of all necessary safety equipment and first aid facilities and to comply with appropriate employment and safety legislation.
- The student must abide by the rules, practices and instructions issued by the employer, including provisions that relate to employment and safety legislation.

Sickness

- It is the student's responsibility to notify the employer and Academy as soon as practicable (before normal start time) if he/she will be unable to attend work.
- Where a student is absent on account of sickness for more than two days, the employer and/or Academy may request a medical certificate.

I hereby accept and agree to abide by the terms and conditions of this Training Agreement:

Student	Date
Employer	Date
Tutor	Date

Programme Regulations

Topic	Programme Regulations (note these are programme specific but are also supported by Academy NZ's QMS)
1. Entry requirements	Open entry by interview to applicants who show commitment, passion and a basic understanding in the field of study. Successful study at level 2 or equivalent is desirable. If English is a second language an IELTS score of at least 5.0 with no band score lower than 5.0, or an equivalent.
2. Selection criteria, if applicable	Enrolment places are on a first-come first-served basis. If more students apply than there are places they will be placed on a wait list for the next intake.
3. Credit for previous study and/or Recognition of prior learning	<ul style="list-style-type: none"> a. Cross-crediting Automatic cross credit for a unit standards achieved that are part of the approved list of unit standards in this programme. b. Credit transfer Automatic credit transfer for a unit standards achieved that are part of the approved list of unit standards in this programme. c. Recognition of prior learning - RPL All applications for Recognition of prior learning (RPL) will be considered. d. Any limitations on credit awarded from cross-credit or RPL, and the reason for applying the limit No limitations
4. Programme length and structure of the programme, including such details as:	<ul style="list-style-type: none"> a. Programme length 18 teaching weeks + 2 recess week = 20 weeks duration b. Any pre- and co-requisites No c. Practical and/or work-based requirements, and their integration into the programme Predominately practical requirements on site throughout the programme. All Practical assessment must be achieved. d. Any alternative entry and/or exit points No e. Compulsory and optional/elective components All courses that make up the Level 3 Food and Beverage programme are compulsory
5. Progression through the programme, including:	<ul style="list-style-type: none"> a. Normal progression through the programme The progression is ideally sequenced for natural progressive student learning. b. Completion The course is set at 20 weeks c. Late entry policy 1 week maximum d. Late completion allowable – post-course support provided 4 weeks maximum after course finishes and on a case by case basis e. Any ability to repeat parts in a subsequent delivery/in-take Considered on a case by case basis

6. Assessment	<p>a. Provision for re-assessment All students will be given the opportunity to resit assessments with a maximum of three attempts at any one assessment prior to end date of the programme. Subsequent attempts will be after a sufficient period to allow for revision.</p> <p>b. Appeals procedure Students who disagree with the results of their assessment must first discuss their assessment concerns with their Tutor to ensure that they fully understand the nature of the comments and marking attached to their assessment. Wherever possible, assessment concerns should be resolved at this point. If there is no resolution, student can proceed with an Assessment Appeal.</p> <p>c. If and how grades are derived from assessments No percentages or grades given. Assessments will be awarded an achieved or not-achieved result. All learning outcomes will need to be met to obtain an achieved result.</p> <p>d. Authenticity – Academic honesty All summative assessments, practical and theory are under observation and exam conditions</p> <p>e. Provision for impaired and/or aegrotat performance A student may make an application in writing for an aegrotat pass at the time or just before the assessment is due, where they have evidence their performance was impaired or they were unable to sit an assessment because of significantly adverse circumstances and there is evidence that they would have passed the assessment under normal circumstances.</p> <p>f. Availability of assessment through te reo Maori Students may request their assessments to be in te reo Maori. A minimum notice period of two weeks is required.</p>
7. Pass Requirements	<p>a. Minimum standard/s of achievement, and All assessments must be completed in full with all answers correct for an achieved result.</p> <p>b. Any other requirements for the award of the qualification There are no other requirements.</p> <p>c. If and how course grades are reflected in the qualification award (align to qualification's requirements for grade endorsements) There are no grade endorsements.</p>
8. Procedures to identify & remedy impaired performance	Monthly student progress monthly meetings between Tutor and student.
9. Attendance and leave	Campus attendance is required for all scheduled classes. No leave is permitted during the duration of the programme, unless circumstances occur beyond the student's control. Programme duration includes two weeks recess, allocated throughout the duration as appropriate, based on internal group-wide recess and/or Tutor only days.
10. Health and Safety Risk Management	All students will be informed of relevant health and safety requirements when they are in attendance at an Academy campus and with regard to any related visits or events. Students must comply with all health and safety and risk management requirements and instructions of staff at all times. Academy NZ will provide a Risk Management Plan which sets the processes to follow in the event of an identified risk.
11. Any other regulations	N/A