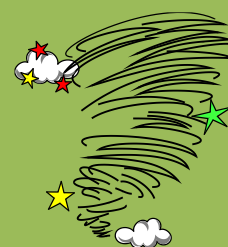
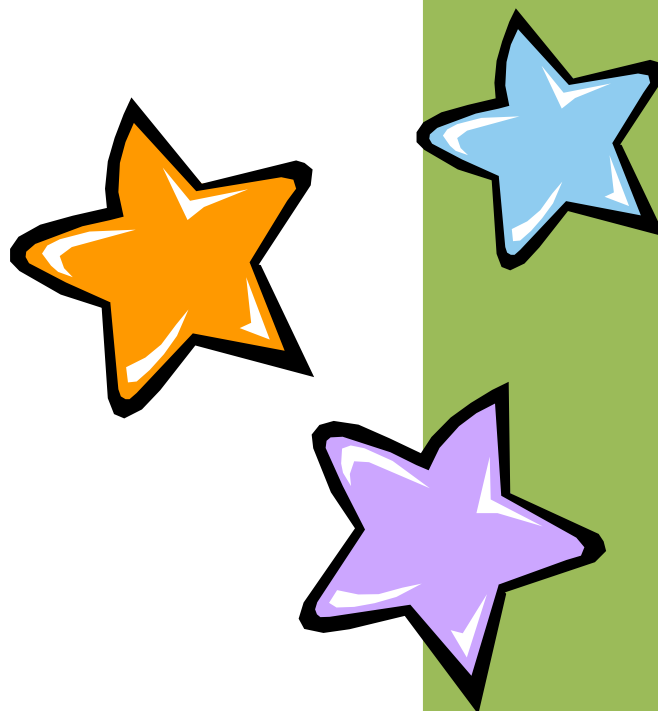


INNOVATIVE HOSPITALITY

STAR COURSE PROGRAMME 2010

Secondary Tertiary Alignment Resource



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INNOVATIVE HOSPITALITY

***Innovative solutions for
all your **hospitality** needs***

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NZQA Registered Private Training Provider since 1996

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Winner HSI Excellence in Hospitality : Training Awards – Workplace Partnership
Winner HSI Excellence in Hospitality : Training Awards – Training Provider Of The Year
Electra Business Awards - Overall Winner : Kapiti Horowhenua Business of the Year
Electra Business Awards - Category Winner : Education Business of the Year

Introduction

Who Are We ?

Innovative Hospitality are registered with the NZ Qualifications Authority as a Private Training Provider, and hold accreditation for a range of Unit Standards.

We are an energetic and innovative organisation with a proven record of successfully delivering training to people of all ages and abilities. A variety of teaching techniques, including accelerated learning, are employed in recognition of peoples differing learning styles and this is addressed by making learning as active as possible. We do this by incorporating a mixture of practical work, written exercises, discussion, group work and role play into the delivery of training.

We have been involved in the delivery of S.T.A.R. and/or Gateway programmes for Secondary Schools for many years. Some schools we have assisted include; Wellington East Girls College, Hutt Valley High School, Kapiti College, Waiopahu College (Levin), Freyberg High School (Palmerston North), Awatapu College (Palmerston North) and Palmerston North Boys High School.

We also provide:

- Training and undertake workplace assessments for people currently in employment who wish to have their skills formally recognised by the NZ Qualifications Authority
- Industry specific training for Work & Income NZ.
- Development and delivery of training as well as Consultancy for various businesses and community and government organisations.

In the past we operated TEC funded programmes such as Training Opportunities, Work-based Training and Youth Training but in 1996 we on-sold this part of our business to a national provider and now we concentrate on STAR/Gateway and hospitality training & assessment in the workplace.

NZQA Registration & Accreditation

We have been registered with NZQA as a Private Training Provider since September 1996 which means we have been in the business of hospitality training and assessment for 9 years.

Our MOE Provider number is 9357.

Training Venues, Equipment & Resources

We can come to your school or venue for training. We also use other venues from time to time, appropriate for specific segments of a course. As a Training Provider we are equipped for the delivery of a variety of hospitality courses.

STAR Programme

We are accredited by NZQA to teach and assess a wide range of units. Listed on the following pages are some suggested sets of units that can be offered as a programme under STAR or Gateway. However we can offer any combination of units for which we hold NZQA accreditation.

Our main industry area is hospitality and we are past winners of the Hospitality Standards Institute's; Training Provider of the Year award for excellence as a training provider and their Workplace Partnerships Award.



Example of the modules we can offer under STAR are shown below and given in more detail on the following pages;

- Food Safety For Food Workers (Unit 167 & 168)
 - Introduction to Food & Beverage Industry (Basic table service & setting)
 - Bar & Beverage Service (including DB Cellarmasters certificate)
 - The Art of Coffee Making
 - Customer Service Skills
 - Personal Presentation in the Workplace
 - Knife Skills
 - Making Mocktails
-

STAR Course Modules

Food Safety for Food Workers (Unit 167)

Offered as a 1 day course (5 hours 9am – 3pm)

This unit can also be offered as a self-paced programme for those in Gateway.

An informative and user friendly workbook is provided for the student to refer to and keep.

Course Objectives - At the end of this course students will be able to:

- maintain effective personal hygiene when working with food
- prevent cross contamination
- measure, record and act upon the temperature of high risk food

Course Content

Unit 167 Practice food safety methods in a food business. (Level 2 Credit 4)

Covers the basic principles of practices that result in safe food.

Through a variety of facilitation techniques and practical activities, learning about Food Safety is made fun and memorable.

For Gateway, the practical component can be done by getting a Teacher, Employer or Supervisor to sign off a 'Supervisors Verification Form' as evidence that the student follows safe food practices in real life situations.



Advanced Food Safety for Supervisors of Food Workers (Unit 168)

Being purely theory, this unit is offered as Self-paced only. It covers the basic requirements for Supervisors of Food Workers but is also applicable to any person working, or preparing to work, in a food business.

An informative and user friendly workbook is provided for the student to refer to and keep.

Course Objectives - At the end of this course students will be able to demonstrate knowledge of:

- hazards that cause food borne illness and food spoilage
- methods used to control hazards that cause food borne illness and food spoilage in a food business

Course Content

Unit 168 Food contamination and control methods used in a food business. (Level 3 Credit 4)

Introduction to the Food Service Industry (Unit 19769)

3 day course (9am – 3pm total 15 hours)

Course Objectives - At the end of this course students will be able to:

- set tables for customers
- present and menu
- take orders
- reset tables for customers
- server meals to tables

Course Content

Unit 19769 Provide food service to the table in the hospitality industry (Level 1 Credit 3)

This course covers the skills and knowledge required for unit 19769, which is designed for people who are studying the hospitality industry in a secondary school or early tertiary learning environment.

Optional Unit

Adds an extra day to the course length. Can be done as an individual unit of 1 day duration.

Unit 497.....Protect Health & Safety in the Workplace
(Level 1 Credit 1)

This unit introduces the student to workplace health and safety legislation and enables them to play an active role in ensuring the health and safety of themselves and others in the workplace.



STAR Course Modules

Introduction to the Beverage Service Industry

3 day course (9am – 3pm total 15 hours)

Course Objectives - At the end of this course students will be able to:

- demonstrate knowledge of alcoholic and non-alcoholic beverages
- demonstrate knowledge of beverage service equipment
- serve hot and cold beverages to tables
- demonstrate knowledge of beer systems and the care and maintenance of those systems

Course Content

Unit 15904 Demonstrate knowledge of alcoholic beverages and beverage service equipment

Plus DB Cellarmaster Certificate

These modules are for people who are studying the hospitality industry in college or early tertiary learning environment.



Optional Units

Each Unit adds an extra day to the course length.

Can also be delivered as individual units of 1 day duration.

Unit 15905 Demonstrate knowledge of non-alcoholic beverages and service to tables in the hospitality industry

Unit 497 Protect Health & Safety in the Workplace (Level 1 Credit 1)

This unit introduces the student to workplace health and safety legislation and enables them to play an active role in ensuring the health and safety of themselves and others in the workplace.

The Art of Coffee Making

1 day course (9am – 3pm total 5 hours) or two half days

Course Objectives : At the end of this course students will be able to:

- Prepare and present filter, cappuccino and latte coffee
- Demonstrate basic knowledge about the handling and storage of coffee

Course Content

Covers the basic knowledge required to produce some of the more popular modern coffees in a café situation.

Although there are level 2 units covering Coffee the length of this STAR module does not allow time for the depth of knowledge and practice the units require for assessment and competency.

Customer Service Skills

3 day course (9am – 3pm total 15 hours)

Course Objectives - At the end of this course students will be able to:

- identify elements of good service and provide customer service
- respond to customer complaints face-to-face and on the telephone
- demonstrate personal skills required for positions involving customer contact
- greet customer and/or visitors face-to-face and meet initial needs
- attend to customer and/or visitor enquiries face-to-face and over the telephone
- maintain personal hygiene, presentation and grooming, and present a positive image

Course Content

**Unit 56 ... Attend to customer enquiries face-to-face and on the telephone
(Level 1 Credit 2)**

**Unit 57 Provide customer service in a given situation
(Level 2 Credit 2)**

**Unit 62 ... Maintain personal presentation for the workplace
(Level 2 Credit 2)**

Knife Skills

1 or 2 hour course on Knife & General Kitchen Skills

Course Objectives - At the end of this course students will:

- have knowledge on parts of the knife
- correctly handle a knife to prevent health and safety issues
- have knowledge on different knife types
- care for and sharpen knives
- maintain the required personal hygiene when working in a kitchen
- apply basic first aid for minor injuries which can occur in a kitchen
- have knowledge on and prepare vegetables using different cuts



STAR Course Modules

Making Mocktails

1 day course (9am – 3pm 5 hours)

Course Objectives - At the end of this course students will be able to:

- identify equipment for making mocktails
- identify different types of glassware and their specific uses
- maintain the required personal hygiene when working behind a bar
- prepare garnishes for making mocktails
- prepare ingredients for making mocktails
- have knowledge of the 4 ways to construct mocktails
- make at least 4 different mocktails
- present mocktails



Course Content

Unit 21057 Prepare, construct and garnish mocktails for the hospitality industry (Level 1 Credit 2)



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