



STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILL STANDARD)

HT-013-2:2011

BAKERY PRODUCTION
PEMBUATAN ROTI

LEVEL 2



JABATAN PEMBANGUNAN KEMAHIRAN
KEMENTERIAN SUMBER MANUSIA, MALAYSIA

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STANDARD KEMAHIRAN PEKERJAAN
KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILL STANDARD)

STANDARD PRACTICE & STANDARD CONTENT
FOR

BAKERY PRODUCTION
LEVEL 2



JPK

**Jabatan Pembangunan Kemahiran
Kementerian Sumber Manusia, Malaysia**

STANDARD PRACTICE

NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR; BAKERY PRODUCTION LEVEL 2

1. INTRODUCTION

This is a NOSS developed for Bakery Production under the Hospitality and Tourism sub sector of Kitchen. There is a high demand for skilled personnel in this field as the industry is developing rapidly. Based on the National Key Economic Plan (NKEA), the tourism industry will contribute RM103.6 billion in GNI by 2020. This will require the sector to nearly triple GNI contribution from its starting position of RM36.9 billion in 2009. To achieve this ambitious growth target, the tourism industry will need to achieve, among others an additional of 497,200 tourism jobs in the tourism sector by 2020. This represents a 30 percent increase from 2009. The total workforce will however grow at a lower rate compared to tourism receipts due to an anticipated rise in productivity ensuing from attracting and retaining a better quality workforce as well as upgrading the skills of the current workforce.

At present, the Malaysian bread industry is dominated by two national local bakeries, which cater to various regions – namely, the Gardenia and Stanson Bakeries, each with their own popular brands of Gardenia and High 5 respectively. These two companies hold approximately 76% of the retail market (Rydings, 2002). However, they compete between themselves through offering attractive bread products. Gardenia bakeries began operations in Malaysia in 1986 and produce American-style sandwich bread, using the traditional sponge and dough method. Within four short years, it became the bread market leader with an astounding 99% brand recall rate and 80% top-of-mind recall (Anon, 2004a). Today, Gardenia's overall production capacity hit 32,000 loaves per hour (the highest in the region) and produces over 20 varieties of loaf bread, buns, rolls and snack cakes in five different factories. Stanson Bakeries and its marketing unit are subsidiary companies of the Stanson Group under the Silver Bird Group Bhd. The Stanson Bakeries manufactures the European variety of breads. The group, which started in 1999, is currently contributing about RM 46 million, close to 90% of Silver Bird's turnover (Dhesi, 2004).

The demand for qualified and experienced Bakery Production personnel is important as of now and in the near future, based on the above NKEA forecast. Hence, the development of this NOSS is essential for the industry to have certain guidelines and standards based on the level of competencies that have been set by the industrial experts in this field.

This NOSS is developed focusing on the Bakery Production area. Based on the DACUM workshop findings, it was decided that the entry level for Bakery Production personnel career is at Level 2. The justification is based on the nature of work that requires competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.

This NOSS provides first hand information to the workers regarding the Bakery Production working environment. This NOSS also provides a career path and employment development for those involved in this industry.

NOSS development is conducted starting with Occupational Area Analysis (OAA), which is an analysis of the specific area that the NOSS will be developed. The Occupational Structure (OS) of Occupational Analysis (OA) will be the basis for the analysis. In case non-existing OS, the OA session should be conducted for that specific occupational area to produce OS by NOSS panel experts. An existing OS is shown in Figure 1: OS for the *Kitchen – Bakery Sub Sector of the Hospitality and Tourism*.

Consequently, the development of this NOSS at Level 2 (*Refer Figure 1.2 Proposed Occupational Profile Chart for Kitchen – Bakery Production*) is essential so that the sub sector will have complete standards and guidelines to be used by the industry.

The first stage of NOSS development is to identify the Competency Unit (CU) for Bakery Production Level 2. CU can be defined as a meaningful unit of works, which contains several activities to complete a work cycle objectively and the CU must be independent (stand alone). Core CU are the competencies that are common/generic to the job according to the industry. Elective CU is the competencies that are required for a specific industry/ sub sector/ manufacture.

The second stage of NOSS development is to develop Competency Profile (CP). The CP is the summary and analysis of all the competency units that have been identified in the first stage of the development. Each CU will be analysed in order to determine the work activity involve. The performance criteria for each activity will also be determined.

The final stage of NOSS development is to develop the Curriculum of Competency Unit (CoCU). This will be done based on the information of the developed CP.

This NOSS provides first hand information to the workers regarding the Bakery Production working environment. This NOSS also provides a career path and employment development for those involved in this industry.

The minimum entry qualifications are those with interest to work in the area as mentioned above and hold Sijil Pelajaran Malaysia (SPM). The candidate must be able to read, write and possess applied skill and have interest in the Bakery Production.

2. OCCUPATIONAL STRUCTURE

Existing Occupational Structure

SUB SECTOR	KITCHEN				
LEVEL\JOB AREA	KITCHEN	BAKERY	PASTRY	BUTCHER	STEWARDING
LEVEL 8	No Level	No Level	No Level	No Level	No Level
LEVEL 7	EXECUTIVE CHEF				No Level
LEVEL 6	EXECUTIVE SOUS CHEF				No Level
LEVEL 5	SOUS CHEF				STEWARD MANAGER
LEVEL 4	JUNIOR SOUS CHEF	BAKER	PASTRY CHEF	BUTCHER	CHIEF STEWARD
LEVEL 3	CHEF DE PARTIE	CHEF DE PARTIE BAKERY	CHEF DE PARTIE PASTRY	CHEF DE PARTIE BUTCHER	STEWARD SUPERVISOR
LEVEL 2	DEMI CHEF	DEMI CHEF BAKERY	DEMI CHEF PASTRY	BUTCHER ASSISTANT	SENIOR STEWARD
LEVEL 1	COMMIS KITCHEN	COMMIS BAKERY	COMMIS PASTRY	COMMIS BUTCHERY	STEWARD

Figure 1.1 Existing Occupational Framework matrix for Hospitality and Tourism-Sub sector of Kitchen in Malaysia

Proposed Occupational Structure

SUB SECTOR	KITCHEN				
LEVEL\JOB AREA	KITCHEN	BAKERY PRODUCTION	PASTRY	BUTCHER	STEWARDING
LEVEL 8	No Level	No Level	No Level	No Level	No Level
LEVEL 7	EXECUTIVE CHEF				No Level
LEVEL 6	EXECUTIVE SOUS CHEF				No Level
LEVEL 5	SOUS CHEF	PASTRY CHEF		CHIEF BUTCHER	STEWARD MANAGER
LEVEL 4	JUNIOR SOUS CHEF	CHIEF BAKER	ASST. PASTRY CHEF	ASST. CHIEF BUTCHER	CHIEF STEWARD
LEVEL 3	CHEF DE PARTIE	BAKERY PRODUCTION	CHEF DE PARTIE PASTRY	CHEF DE PARTIE BUTCHER	STEWARD SUPERVISOR
LEVEL 2	DEMI CHEF	BAKERY PRODUCTION	DEMI CHEF PASTRY	BUTCHER ASSISTANT	SENIOR STEWARD
LEVEL 1	COMMIS KITCHEN	NO LEVEL	COMMIS PASTRY	COMMIS BUTCHERY	STEWARD

Figure 1.2 Proposed Occupational Framework matrix for Hospitality and Tourism-Sub sector of Kitchen in Malaysia

3. DESCRIPTION OF COMPETENCY LEVEL

The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

Malaysia Skills Certificate Level 1: (Operation and Production Level)	Competent in performing a range of varied work activities, most of which are routine and predictable.
Malaysia Skills Certificate Level 2: (Operation and Production Level)	Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.
Malaysia Skills Certificate Level 3: (Supervisory Level)	Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.
Malaysia Skills Diploma Level 4: (Executive Level)	Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.
Malaysia Skills Advanced Diploma Level 5: (Managerial Level)	Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

4. MALAYSIAN SKILL CERTIFICATION

Candidates after being assessed, verified and fulfilled Malaysian Skill Certification requirements shall be awarded with Sijil Kemahiran Malaysia (SKM) for Level 2 as for Level 4 and 5 shall be awarded with Diploma Kemahiran Malaysia and Diploma Lanjutan Kemahiran Malaysia respectively. All candidates are also recommended to undergo on job training to attain knowledge and skills in the Bakery Production field of work.

Assessment must be in accordance with the following:

This NOSS outlines Competency Unit (CU) in the Bakery Production working environment as required by the industry and has been developed and documented following extensive collaboration across key Malaysian organisations. To meet the requirements of this industry, it is imperative that the CU outlined follow a high standard as well as maintenance of consistency throughout the assessment process. This can only be done by stipulating a precise framework in which the assessment of CU must be conducted. The training & assessment of a Bakery Production practitioner must be deployed in accordance with JPK policy and standard as follows:

- a) The final assessment of competence must include the combination of documented continuous assessment conducted by the facilitator during training and the results of post-training examination;
- b) The post-training examination must be practical in nature and involve demonstration & application of the CU utilizing real equipment and real-world examples;
- c) The CU as outlined in this NOSS must be assessed throughout the training program and during a post-training examination;
- d) The learning environment and facilities need to be in accordance with the requirements of the industries;
- e) The development and assessment of the CU must demonstrate that they develop transferable skills;
- f) The development and assessment of the CU must include documentation by candidates both during training and examination; and
- g) All training and assessment materials must be mapped and verified to be in accordance with the NOSS Bakery Production by a panel of industry subject matter experts appointed by JPK.

5. JOB COMPETENCIES

A Bakery Production (Level 2) is competent in performing:

- Safety, health and hygiene practices
- Sweet and savoury filling preparation
- Doughnut preparation
- Bun preparation
- Pizza preparation
- Muffin preparation
- Bakery product and material handling
- Bakery product sales & marketing

6. WORKING CONDITIONS

Generally they work from under normal working hour from morning to evening depending on organization nature of business. They may be required to work extra hours to fulfil internal and external requirement. In food preparation service, they may be needed to work in shift to accommodate work requirements. They need to use / wear appropriate attire during the commencement of their jobs. They may work individually or in a modular group in a conducive and ventilated environment

7. EMPLOYMENT PROSPECTS

There are excellent prospect in private sectors due to shortage of hands-on expert in food preparation services. In public sector there are lacking of professional and well experience bakery production. This area has a very good job market potential abroad for skilled personnel due to shortage of such highly skilled personnel in this region. Excellent prospects in food production related industries such as Tourism and Hospitality Industries, Food and Beverage Industries.

Other related occupation with respect to employment opportunities are:

- Celebrity Chef
- Marketing Executive for food and beverage company
- Personal Chef for Celebrity and Royalty
- Food Promoter for Multinational Food Company
- Lecturer
- Food Ambassador (Ministry of Tourism Malaysia-Fabulous Food Malaysia campaign)

Other related industries with respect to employment opportunities are:

- Training Institution
- Food Manufacturing
- Public Sector
- Food Processing

8. SOURCES OF ADDITIONAL INFORMATION

Local

- Chefs Association of Malaysia
15B Jalan Pandan Indah
1/23B pandan Indah
55100 Kuala Lumpur
URL: www.malaysiachefs.com
Tel: 603-9274 0217
- Malaysian Association of Hotels
C5-3 Wisma MAH,
Jalan Ampang Utama 1/1
One Ampang Avenue
68000 Ampang
Selangor
URL : <http://www.hotels.org.my>
Tel: 603-4251 8477

9. APPROVAL DATE

The National Skills Development Board (NSDB), Ministry of Human Resources has agreed and endorsed this Standard on

10. ACKNOWLEDGEMENT

The Director General of DSD would like to extend his gratitude to the organisations and individuals who have been involved in developing this standard.

11. NOSS DEVELOPMENT COMMITTEE MEMBERS

BAKERY PRODUCTION

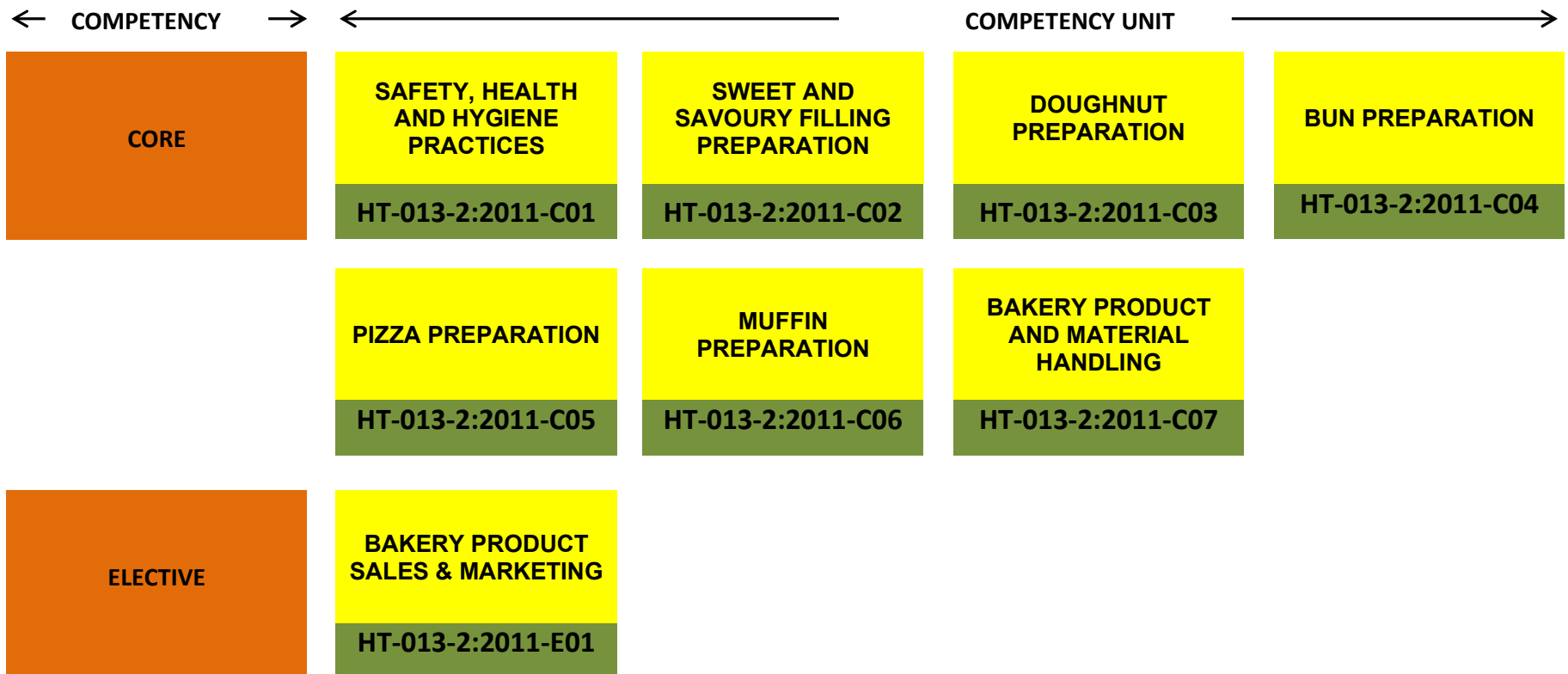
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LEVEL 2

PANEL		
1.	En. Mohd Ghouse Bin Ishak	Pastry Chef Berjaya Times Square Hotel & Convention Centre Kuala Lumpur
2.	Pn. Zaharah Bte Md Razi	Pastry Chef Seri Pacific Kuala Lumpur
3.	En. Mohd Irwan Bin Bani Ismail	Pastry Chef Swiss Garden Hotel Kuala Lumpur
4.	En. Ahmad Shahreen Bin Mohamed Salleh	Executive Chef Subang Jaya Medical Center, Selangor
5.	En. Badarol Hisham Bin Abd Hamid	Jr Sous Chef Ritz Carlton, Kuala Lumpur
6.	En. Ramaesvaran AL Paramaesvaran	Sous Chef Ritz Carlton, Kuala Lumpur
7.	En. Ahmad Sanif Bin Latif	Pastry Chef JW Marriot Hotel Kuala Lumpur
8.	En. Zamri Bin Jalal	Culinary Lecturer SILVERSPoon International College, Selangor
9.	Pn. Annis Bte Jamaludin	Lecturer ITTAR-IPP (PJ) Sdn Bhd.
10.	En. Mohd Roizziddin	Pastry Chef Berjaya University Kuala Lumpur
FACILITATOR		
11.	En. Khairul Anuar Bin Yahya	
CO-FACILITATOR		
12.	Pn. Eliza Bte Ramly	

JOB PROFILE CHART (JPC)

SECTOR	HOSPITALITY AND TOURISM		
SUB SECTOR	KITCHEN		
JOB AREA	BAKERY PRODUCTION		
JOB LEVEL	TWO (2)	JOB AREA CODE	HT-013-2:2011



COMPETENCY PROFILE (CP)

Sub Sector	KITCHEN			
Job Area	BAKERY PRODUCTION			
Level	Two (2)			
CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Safety, health and hygiene practices	HT-013-2:2011-C01	Safety, health and hygiene practices is to handle and practices safety, health and hygiene in accordance with production requirement, standing order, Hazard Analysis and Critical Control Points (HACCP), Good Manufacturing Practices (GMP) and Halal requirements. The personnel who are competent in safety, health and hygiene practices shall be able to carry out safety, health and hygiene practices to meet required production quality.	<ol style="list-style-type: none"> 1. Identify safety, health and hygiene practices requirements 2. Plan safety, health and hygiene practices activities 3. Carry out safety, health and hygiene practices 4. Evaluate safety, health and hygiene practices conformance 5. Report safety, health and 	<ol style="list-style-type: none"> 1.1 Standard practice of safety in bakery kitchen determined 1.2 Types of potential injuries in bakery kitchen determined 1.3 Causes and implication of various type of injuries determined 1.4 Kitchen safety & hygiene procedures and guidelines outlined 2.1 Differentiate main items inside first aid kits and their functions 2.2 First aid kit accessible location determined 2.3 Methods of handling injuries determined 3.1 Fire extinguishers expiry date checked 3.2 Expiry date of items in first aid kit checked 3.3 First aid kit maintained 4.1 Safety health and hygiene practices in pastry kitchen assessed 5.1 Safety, health and hygiene

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			hygiene practices activities	practices activities reported to superior
2. Sweet and savoury filling preparation	HT-013-2:2011-C02	Sweet and savoury filling preparation is to produce filling in accordance with standard recipe, production requirement, standing order, Hazard Analysis and Critical Control Points (HACCP), Good Manufacturing Practice (GMP) and Halal requirements. The personnel who are competent in sweet and savoury filling preparation shall be able to carry out sweet and savoury filling preparation and end product storage to meet required quality and quantity.	<ol style="list-style-type: none"> 1. Identify sweet and savoury filling preparation requirements 2. Prepare sweet and savoury filling <i>mise en place</i> 3. Carry out sweet and savoury filling preparation 4. Carry out filling end product storage 5. Check sweet and savoury filling quality and quantity 6. Record sweet and savoury filling preparation activities 	<ol style="list-style-type: none"> 1.1 Types of sweet and savoury filling product, production quantity and delivery time determined 1.2 Sweet and savoury filling standard recipe, product ingredients and production workflow determined 2.1 Cooking utensils arranged according to requirements 2.2 Ingredients scaled and weighted according to standard recipe 3.1 Sweet and savoury filling produced according to standard recipe 4.1 Sweet and savoury filling stored according to the Standard Operating Procedure (SOP) 5.1 Sweet and savoury filling colour, texture, flavour, taste, aroma and quantity according to standing order 6.1 Sweet and savoury filling preparation activities reported to superior

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
3. Doughnut preparation	HT-013-2:2011-C03	Doughnut preparation is to produce doughnut product in accordance with standard recipe, production requirement, standing order, Hazard Analysis and Critical Control Points (HACCP), Good Manufacturing Practice (GMP) and Halal requirements. The personnel who are competent in doughnut preparation shall be able to carry out doughnut preparation, doughnut finishing, decoration and end product display to meet required quality and quantity.	<ol style="list-style-type: none"> 1. Identify doughnut preparation requirements 2. Prepare doughnut <i>mise en place</i> 3. Carry out doughnut preparation 4. Carry out doughnut finishing and decoration 5. Evaluate doughnut quality and quantity 6. Record doughnut preparation activities 	<ol style="list-style-type: none"> 1.1 Types of doughnut product, production quantity and delivery time determined 1.2 Doughnut standard recipe, ingredients and production workflow determined 2.1 Cooking utensils arranged and oven preheated according to requirements 2.2 Ingredients scaled and weighted according to standard recipe 3.2 Doughnut dough mixed, divided, rounded, moulded, panned and fried according to standard recipe 4.1 Doughnut product glazed, topped and filled according to standing order 4.2 Doughnut product plated according to requirements 5.1 Doughnut product colour, texture, flavour, taste, shape, size , aroma and quantity meets the standard requirement and standing order 6.1 Doughnut preparation activities reported

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
4. Bun preparation	HT-013-2:2011-C04	Bun preparation is to produce bun product in accordance with standard recipe, production requirement, standing order and Hazard Analysis and Critical Control Points (HACCP), Good Manufacturing Practice (GMP) and Halal requirements. The personnel who are competent in yeast based product production shall be able to carry out bun preparation, finishing, decoration and end product display to meet required quality and quantity.	<ol style="list-style-type: none"> 1. Identify bun preparation requirements 2. Prepare bun <i>mise en place</i> 3. Carry out bun preparation 4. Carry out bun finishing and decoration 5. Evaluate bun quality and quantity 6. Record bun preparation activities 	<ol style="list-style-type: none"> 1.1 Types of bun product, production quantity and delivery time determined 1.2 Bun standard recipe, product ingredients and production workflow determined 2.1 Cooking utensils arranged and oven preheated according to requirements 2.2 Ingredients scaled and weighted according to standard recipe 3.1 Bun product dough mixed, divided, rounded, moulded, panned, filled and baked according to standard recipe 4.1 Bun product glazed and topped according to standing order 4.2 Bun product plated according to requirements 5.1 Bun product colour, texture, flavour, taste, shape, size, aroma and quantity meets the standard requirement and standing order 6.1 Bun product preparation activities reported to superior

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
5. Pizza preparation	HT-013-2:2011-C05	Pizza preparation is to produce pizza product in accordance with standard recipe, production requirement, standing order and Hazard Analysis and Critical Control Points (HACCP), Good Manufacturing Practice (GMP) and Halal requirements. The personnel who are competent in pizza preparation shall be able to carry out pizza preparation, finishing, decoration and end product display to meet required quality and quantity.	<ol style="list-style-type: none"> 1. Identify pizza preparation requirements 2. Prepare pizza <i>mise en place</i> 3. Carry out pizza preparation 4. Carry out pizza finishing work 5. Evaluate pizza quality and quantity 6. Record pizza preparation activities 	<ol style="list-style-type: none"> 1.1 Types of pizza product, production quantity and delivery time determined 1.2 Pizza standard recipe, product ingredients and production workflow determined 2.1 Cooking utensils arranged and oven preheated according to requirements 2.2 Ingredients scaled and weighted according to standard recipe 3.1 Pizza product dough mixed, divided, rounded, moulded, panned, filled and baked according to standard recipe 3.2 Pizza sauce ingredients mixed, sauté, boiled and simmering according to standard recipe 4.1 Pizza product glazed and topped according to standing order 4.2 Pizza product plated according to requirements 5.1 Pizza product colour, texture, flavour, taste, shape, size, aroma and quantity meets the standard requirement and standing order 6.1 Pizza product preparation activities reported to superior

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
6. Muffin preparation	HT-013-2:2011-C06	Muffin preparation is to produce muffin product in accordance with standard recipe, production requirement, standing order and Hazard Analysis and Critical Control Points (HACCP), Good Manufacturing Practice (GMP) and Halal requirements. The personnel who are competent in muffin preparation shall be able to carry out yeast based product production, finishing, decoration and end product display to meet required quality and quantity.	<ol style="list-style-type: none"> 1. Identify muffin preparation requirements 2. Prepare muffin <i>mise en place</i> 3. Carry out muffin preparation 4. Carry out muffin finishing work 5. Evaluate muffin quality and quantity 6. Record muffin preparation activities 	<ol style="list-style-type: none"> 1.1 Types of muffin product, production quantity and delivery time determined 1.1 Muffin standard recipe, product ingredients and production workflow determined 2.3 Cooking utensils arranged and oven preheated according to requirements 2.3 Ingredients scaled and weighted according to standard recipe 3.1 Muffin product dough mixed, divided, rounded, moulded, panned, filled and baked according to standard recipe 4.1 Muffin product glazed and topped according to standing order 4.2 Muffin product plated according to requirements 5.1 Muffin product colour, texture, flavour, taste, shape, size, aroma and quantity meets the standard requirement and standing order 6.1 Muffin product preparation activities reported to superior

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
7. Bakery product and material handling	HT-013-2:2011-C07	Bakery product and material handling is to handle bakery product and material in accordance with production requirement, Hazard Analysis and Critical Control Points (HACCP), Good Manufacturing Practice (GMP) and Halal requirements. The personnel who are competent in bakery product and material handling shall be able to carry out bakery product and material handling to meet required quality and quantity.	<ol style="list-style-type: none"> 1. Identify bakery product and material handling requirement 2. Arrange bakery product and material handling activities 3. Carry out bakery product and material handling 4. Evaluate bakery product and material handling effectiveness 5. Record bakery product and material handling activities 	<ol style="list-style-type: none"> 1.1 Bakery product and material handling SOP obtained and raw material, semi finished product and finished product determined 1.2 Bakery product and material handling workflow listed out 2.1 Bakery product material, equipment, utensils prepared 3.1 Bakery product and material handled according to Standard Operating Procedure (SOP) 4.1 Bakery product and material handling labelled, tagged, packed and temperature meets the standard requirement 5.1 Bakery product and material handling activities reported to superior

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
8. Bakery product sales & marketing	HT-013-2:2011-E01	Bakery product sales & marketing are to sell & market bakery product in accordance with company requirements. The personnel who are competent in bakery product sales shall be able to carry out bakery product sales and collect customer feedback to meet required sales target and quality.	<ol style="list-style-type: none"> 1. Identify bakery products sales & marketing requirements 2. Arrange bakery product sales & marketing activities 3. Carry out bakery product sales & marketing 4. Evaluate validity and reliability of potential market information 5. Prepare bakery product sales & marketing report 	<ol style="list-style-type: none"> 1.1 Types of bakery products and pricing determined 1.2 Bakery products sales workflow/process determined 2.1 Market information gathered and tabulated 2.2 Market survey conducted 3.1 Marketing activities arranged, market location selected and potential customer identified. 3.2 Customer feedback collected and responded 4.1 Potential market information segregated and tabulated 5.1 Bakery product sales report prepared

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	FOOD AND BEVERAGES						
Job Area	BAKERY PRODUCTION						
Competency Unit Title	SAFETY, HEALTH AND HYGIENE PRACTICES						
Competency Unit Descriptor	Safety, health and hygiene practise is to practices safety, health and hygiene at bakery production in accordance with production requirement, standing order, Hazard Analysis and Critical Control Points (HACCP), Good Manufacturing Practise (GMP) and Halal requirements. The personnel who are competent in safety, health and hygiene practise shall be able to carry out safety, health and hygiene practices to meet required production quality.						
Competency Unit ID	HT-013-2:2011-C01	Level	2	Training Duration	53 Hours	Credit Hours	5
Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Identify safety, health and hygiene practices requirements	i. Safety, health and hygiene practices guidelines such as; <ul style="list-style-type: none"> • OSHA • Environmental Quality Act 1974 (Act127) • Halal product compliance • HACCP ii. Regulatory body / agency related such as; <ul style="list-style-type: none"> • Bomba • National Solid Waste Management Department (NSWMD) • Department of 			3 hours	Lecture	i. Safety, health and hygiene practices guidelines listed out ii. Housekeeping schedule and checklist interpreted iii. Types of housekeeping works determined iv. Types of sanitation works determined	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>Occupational Safety and Health (DOSH)</p> <p>iii. Housekeeping schedule</p> <p>iv. Types of housekeeping works such as;</p> <ul style="list-style-type: none"> • Cleanliness • Rearrangement equipments <p>v. Area of kitchen such as;</p> <ul style="list-style-type: none"> • Production area • Store area <p>vi. Types of sanitation works such as;</p> <ul style="list-style-type: none"> • Utensils • Equipments <p>vii. Purpose of sanitation works</p> <p>viii. First aid kit checklist</p> <p>ix. Types of first aid kit items such as;</p> <ul style="list-style-type: none"> • Sterilised gauze • Antiseptic • Plaster • Small scissor <p>x. Function of first aid kit items</p> <p>xi. Classes and sources of fire</p> <ul style="list-style-type: none"> • Class A - Solid • Class B - Liquid 					<p>v. Function of first aid kit items determined</p> <p>vi. Causes of fire determined</p> <p>vii. Classes and sources of fire determined</p> <p>viii. Environmental rule and regulation on waste disposal listed out</p>

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Class C - Gases • Class D - Metal xii. Classes of waste xiii. Purpose to dispose waste xiv. Environmental rule and regulation on waste disposal xv. Waste disposal schedule xvi. Safety, health and hygiene practise workflow					
		i. Determine safety, health and hygiene practices guidelines ii. Interpret housekeeping schedule and checklist iii. Determine types of housekeeping works iv. Determine area of kitchen v. Interpret sanitation checklist vi. Determine types of sanitation works vii. Determine purpose of sanitation works viii. Interpret first aid kit checklist		2 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		ix. Determine function of first aid kit items x. Determine causes of fire xi. Determine classes and sources of fire xii. Interpret waste disposal schedule xiii. Determine classes of waste xiv. Determine purpose to dispose waste xv. Determine environmental rule and regulation on waste disposal	<p><u>Attitude:</u></p> i. Awareness of safety, health and hygiene practices requirements			
2. Plan safety, health and hygiene practices	i. Types of Personnel Protective Equipment (PPE) ii. Elements of checking		<p><u>Safety:</u></p> -Not applicable-	3 hour	Lecture	i. Arrange sanitation materials and equipment

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
activities	first aid kit items such as; <ul style="list-style-type: none"> • Condition • Expiry date • Change of colour • Appearance iii. Types of fire extinguishers such as; <ul style="list-style-type: none"> • Powder • Carbon dioxide • Water • Foam iv. Function of fire extinguishers related to classes of fire v. Fire extinguisher location vi. Classification of waste materials vii. Purpose to classify waste materials					arranged ii. expiry date of first aid kit items determined iii. Checking method of first aid kit items condition applied iv. First aid items condition confirmed v. Function of fire extinguishers related to classes of fire determined vi. Fire extinguisher location determined

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Determine types of sanitation utensils and equipment ii. Determine type of Personnel Protective Equipment (PPE) iii. Arrange sanitation materials and equipment iv. Determine expiry date of first aid kit items v. Apply checking method of first aid kit items condition vi. Confirm first aid items condition vii. Determine type of fire extinguishers viii. Determine function of fire extinguishers related to classes of fire ix. Determine fire extinguisher location x. Acquire fire extinguisher xi. Determine classification of waste materials xii. Segregate waste materials 		4 hours	Demonstration & Observation	<ul style="list-style-type: none"> vii. Fire extinguisher acquired viii. Classification of waste materials determined ix. Waste materials segregated

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<u>Attitude:</u> i. Resourceful in planning safety, health and hygiene practices <u>Safety:</u> i. Adhere to safety practices			
3. Carry out safety, health and hygiene practices	i. Types of cleaning materials, tools and equipment such as; <ul style="list-style-type: none"> • Detergent • Mop • Broom • Bucket ii. Type of Personnel Protective Equipment (PPE) such as; <ul style="list-style-type: none"> • Hand glove • Face mask iii. Method of cleaning kitchen area iv. Methods of sanitising kitchen utensils and equipments v. Technique of sanitising			12 hour	Lecture	i. Method of cleaning and sanitising kitchen area applied ii. Technique of cleaning and sanitising kitchen area applied iii. Basic first aid function performed iv. First aid kit at accessible location located v. Technique of

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	salon premises and facilities vi. Method of storing sanitation material, implements and equipment vii. Replacement/replenishment of expired/finish first aid kit items viii. Safe, visible and accessible location for first aid kit ix. Technique of using fire extinguishers x. Methods to dispose waste materials xi. Safety procedure on disposal waste materials					using fire extinguishers applied vi. Methods to dispose waste applied vii. Standard Operating Procedure of safety, health and hygiene practices followed
		i. Determine types of cleaning materials, tools and equipment ii. Wear Personnel Protective Equipment (PPE) iii. Apply method of cleaning and sanitising kitchen area iv. Apply technique of cleaning and sanitising kitchen area v. Perform basic first aid		22 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		function vi. Restock first aid kit items vii. Locate first aid kit at accessible location viii. Apply technique of using fire extinguishers ix. Apply methods to dispose waste x. Follow Standard Operating Procedure of safety, health and hygiene practices	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Careful in executing safety, health and hygiene practices ii. Adhere to hygiene practices <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Wear appropriate Personal Protective Equipment 			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			(PPE) ii. Careful when handling sharp utensils and electrical equipment iii. Adhere to kitchen safety, hygiene and health procedure			
4. Evaluate safety, health and hygiene practices conformance	i. Cleanliness specification of kitchen area ii. Cleanliness specification of utensils and equipment iii. Compliance of safety, health and hygiene practises			2 hours	Lecture	i. Cleanliness of kitchen area confirmed ii. Cleanliness of utensils and equipment confirmed iii. Adhere to compliance of safety, health and hygiene practises
		i. Check cleanliness of kitchen area ii. Check cleanliness of utensils and equipment iii. Check compliance of safety, health and hygiene practises	<u>Attitude:</u> i. Responsible in checking safety, health and hygiene	3 hours	Demonstration & Observation	i. Cleanliness of kitchen area confirmed ii. Cleanliness of utensils and equipment confirmed iii. Adhere to compliance of safety, health and hygiene practises

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			practices ii. Adhere to hygiene practices <u>Safety:</u> i. Wear appropriate Personal Protective Equipment (PPE) ii. Adhere to kitchen safety, hygiene and health procedure			
5. Report safety, health and hygiene practises activities	i. Flow of reporting line ii. safety, health and hygiene practices reporting format iii. Method of reporting safety, health and hygiene practices activities <ul style="list-style-type: none"> • Verbal • Checklist • Written iv. Procedure of reporting safety, health and hygiene practices			1 hour	Lecture	i. Safety, health and hygiene practises activities reporting format determined ii. Method of reporting safety, health and hygiene practises activities applied

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	activities					iii. Safety, health and hygiene practises activities report generated
		<ul style="list-style-type: none"> i. Determine personnel involved ii. Determine safety, health and hygiene practises activities reporting format iii. Apply method of reporting safety, health and hygiene practises activities iv. Generate safety, health and hygiene practises activities report v. Follow procedure of reporting safety, health and hygiene practises activities 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Meticulous in writing report ii. Clarity and responsible in reporting safety, health and hygiene practices activities iii. Adhere to report submission 	1 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			dateline <u>Safety:</u> -Not applicable-			

Employability Skills

Core Abilities	Social Skills
<p>01.01 Identify and gather information. 01.02 Document information procedures or processes. 02.01 Interpret and follow manuals, instructions and SOP's. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 03.01 Apply cultural requirement to the workplace. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations. 03.07 Resolve interpersonal conflicts. 06.01 Understand systems. 06.02 Comply with and follow chain of command. 06.03 Identify and highlight problems. 06.04 Adapt competencies to new situations/systems. 01.04 Analyse information. 04.01 Organize own work activities. 04.02 Set and revise own objectives and goals. 04.03 Organize and maintain own workplace. 04.04 Apply problem solving strategies. 04.05 Demonstrate initiative and flexibility.</p>	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Stationery	As required
2. Kitchen utensils	1:4
3. Working table	1:4
4. Stove	1:4
5. Mixer	1:4
6. Food processor	1:4
7. Chillers	1:20
8. Freezer	1:20
9. OSHA Act and guidelines	1:1
10. Halal guidelines	1:1
11. Environmental Quality Act 1974 (Act 127) guidelines	1:1
12. HACCP guidelines	1:1
13. Sanitary facilities (hand wash dispenser, tissue dispenser)	1:1
14. Personal Protective Equipment (safety boot, Chef hat, apron, disposable glove)	1:1

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	FOOD AND BEVERAGES						
Job Area	BAKERY PRODUCT PRODUCTION						
Competency Unit Title	SWEET AND SAVOURY FILLING PREPARATION						
Competency Unit Descriptor	Sweet and savoury filling preparation is to produce filling in accordance with standard recipe, production requirement, standing order, Hazard Analysis and Critical Control Points (HACCP), Good Manufacturing Practice (GMP) and Halal requirements. The personnel who are competent in sweet and savoury filling preparation shall be able to carry out sweet and savoury filling preparation and end product storage to meet required quality and quantity.						
Competency Unit ID	HT-013-2:2011-C02	Level	2	Training Duration	60 Hours	Credit Hours	6
Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Identify sweet and savoury filling preparation requirements	i. Safety, health and hygiene practices guidelines such as; <ul style="list-style-type: none"> • OSHA • Environmental Quality Act 1974 (Act127) • Halal product compliance • HACCP • GMP ii. Sweet and savoury filling standing order iii. Production quantity iv. Delivery time v. Sweet and savoury filling standard recipe vi. Types of sweet and			2 hours	Lecture	i. Standing order thoroughly interpreted ii. Production quantity determined iii. Delivery time determined iv. Types of sweet and savoury filling determined v. Sweet and savoury filling preparation workflow determined	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	savoury filling such as; <ul style="list-style-type: none"> • Fruit base • Cream base • Nuts • Sweet and savoury base • Custard • Spice base vii. Sweet and savoury filling preparation workflow					
		i. Interpret standing order ii. Determine production quantity iii. Determine delivery time iv. Obtain standard recipe v. Determine types of sweet and savoury filling vi. Determine sweet and savoury filling preparation workflow	<u>Attitude:</u> i. Resourceful in identifying sweet and savoury filling preparation requirements	3 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<u>Safety:</u> -Not applicable-			
2. Prepare sweet and savoury filling <i>mise en place</i>	i. Types of cooking utensils and equipment such as; <ul style="list-style-type: none"> • Whisk • Pan • Scale • Measurement cups • Mixer • Stove ii. Function and usage of cooking utensils and equipment for sweet and savoury filling preparation iii. Determine sweet and savoury filling ingredients <ul style="list-style-type: none"> • Sugar • Milk • Custard powder • Curry powder • Chilli • Anchovy • Tuna 			5 hours	Lecture	i. Types of cooking utensils and equipment determined ii. Function and usage of cooking utensils and equipment determined iii. Cooking utensils and equipment arranged iv. Sweet and savoury filling ingredients according to standard recipe determined
		i. Determine types of cooking utensils and equipment		7 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		ii. Determine function and usage of cooking utensils and equipment iii. Arrange cooking utensils and equipment iv. Determine sweet and savoury filling ingredients according to standard recipe	<u>Attitude:</u> i. Organise in preparing sweet and savoury filling <i>mise en place</i> <u>Safety:</u> i. Careful in checking and testing equipment in good condition ii. Adhere to safety practice			
3. Carry out sweet and savoury filling preparation	i. Techniques of mixing filling ingredients <ul style="list-style-type: none"> • Whisking • Folding ii. Methods of sweet and			10 hours	Lecture	i. Sweet and savoury fillings standard recipe followed ii. Utilise utensil

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	savoury fillings cooking such as; <ul style="list-style-type: none"> • <i>Saute</i> • Boiling • Frying • Steaming iii. Procedure of sweet and savoury fillings preparation					and equipment iii. Sweet and savoury fillings ingredients measured according to standard recipe iv. Sweet and savoury fillings ingredients prepared according to standard recipe
		i. Follow sweet and savoury fillings standard recipe ii. Utilise utensil and equipment iii. Measure sweet and savoury fillings ingredients according to standard recipe iv. Prepare sweet and savoury fillings ingredients according to standard recipe v. Apply techniques of sweet and savoury fillings cooking vi. Apply method of sweet and savoury fillings cooking vii. Follow procedure of sweet and savoury fillings preparation		22 hours	Demonstration & Observation	v. Cooking techniques of sweet and savoury fillings applied vi. Cooking method of sweet and savoury fillings applied vii. Procedure of sweet and savoury fillings preparation followed

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Adhere to hygiene practise ii. Neat and tidy in carrying out sweet and savoury filling preparation <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Wear appropriate Personal Protective Equipment (PPE) ii. Careful when handling sharp utensils and electrical equipment iii. Adhere to kitchen safety, hygiene and health procedure 			
4. Carry out filling end product storage	<ul style="list-style-type: none"> i. Types of storage packaging such as; <ul style="list-style-type: none"> • Packages <ul style="list-style-type: none"> – Plastic – Paper – Aluminium • Food container 			2 hours	Lecture	<ul style="list-style-type: none"> i. Appropriate storage packaging used ii. End product storage temperature

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	ii. Product storage temperature iii. Shelf life of sweet and savoury fillings iv. Sweet and savoury fillings end product labelling v. Sweet and savoury fillings storing procedures <ul style="list-style-type: none"> • First In First Out (FIFO) • Last In Last Out (LIFO) 					determined iii. Sweet and savoury fillings shelf life determined iv. Sweet and savoury fillings end product labelled v. Sweet and savoury fillings storing procedures followed
		i. Use appropriate storage packaging ii. Determine end product storage temperature iii. Determine sweet and savoury fillings shelf life iv. Label sweet and savoury fillings end product v. Follow sweet and savoury fillings storing procedures	<u>Attitude:</u> i. Adhere to hygiene practise	4 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<u>Safety:</u> i. Wear appropriate Personal Protective Equipment (PPE) Adhere to kitchen safety, hygiene and health procedure			
5. Evaluate sweet and savoury filling quality and quantity	i. Sweet and savoury filling texture ii. Sweet and savoury filling aroma iii. Sweet and savoury filling colour iv. Sweet and savoury filling flavour and taste v. Sweet and savoury filling quantity and quality contribution factors such as: <ul style="list-style-type: none"> • Preparation process • Temperature 			1 hour	Lecture	i. Sweet and savoury filling texture checked ii. Sweet and savoury filling aroma checked check sweet and savoury filling colour iii. Sweet and savoury filling flavour and taste checked iv. Sweet and savoury filling quantity meets with standing order confirmed
		i. Check sweet and savoury filling texture ii. Check sweet and savoury filling aroma iii. Check sweet and savoury filling colour iv. Check sweet and		2 hour	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		savoury filling flavour and taste v. Confirm sweet and savoury filling quantity meets with standing order	<u>Attitude:</u> i. Responsible in checking sweet and savoury filling quality and quantity ii. Adhere to hygiene practise <u>Safety:</u> i. Wear appropriate Personal Protective Equipment (PPE) ii. Adhere to kitchen safety, hygiene and health procedure			
6. Record sweet and savoury filling preparation activities	i. Flow of reporting line ii. Sweet and savoury preparation reporting format iii. Method of reporting sweet and savoury preparation activities			1 hour	Lecture	i. Personnel involved determined ii. Sweet and savoury preparation activities

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Verbal • Checklist • Written iv. Procedure of reporting sweet and savoury preparation activities					reporting format determined iii. Method of reporting sweet and savoury preparation activities applied
		i. Determine personnel involved ii. Determine sweet and savoury preparation activities reporting format iii. Apply method of reporting sweet and savoury preparation activities iv. Generate sweet and savoury preparation activities report v. Follow procedure of reporting sweet and savoury preparation activities	<u>Attitude:</u> i. Meticulous in writing report ii. Clarity and responsible in reporting sweet and savoury filling	1 hour	Demonstration & Observation	iv. Sweet and savoury preparation activities report generated v. Procedure of reporting sweet and savoury preparation activities followed

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			preparation activities iii. Adhere to report submission dateline <u>Safety:</u> -Not applicable-			

Employability Skills

Core Abilities	Social Skills
<p>01.01 Identify and gather information. 01.02 Document information procedures or processes. 02.01 Interpret and follow manuals, instructions and SOP's. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 03.01 Apply cultural requirement to the workplace. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations. 03.07 Resolve interpersonal conflicts. 06.01 Understand systems. 06.02 Comply with and follow chain of command. 06.03 Identify and highlight problems. 06.04 Adapt competencies to new situations/systems. 01.04 Analyse information. 04.01 Organize own work activities. 04.02 Set and revise own objectives and goals. 04.03 Organize and maintain own workplace. 04.04 Apply problem solving strategies. 04.05 Demonstrate initiative and flexibility.</p>	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Stationery	As required
2. Kitchen utensils(whisk, wooden spoon, sieve, knife, chopping board, pot, pan, mixing bowl, spatula, measuring spoon& cup)	1:2
3. Working table	1:4
4. Stove	1:4
5. Mixer	1:4
6. Food processor	1:4
7. Chillers	1:20
8. Freezer	1:20
9. Food containers	1:1
10. Piping bag	1:1
11. Sweet and savoury ingredients	1:1
12. Sweet and savoury standard recipe	1:1
13. Personal Protective Equipment (safety boot, Chef hat, apron, disposable glove)	1:1

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	FOOD AND BEVERAGES						
Job Area	BAKERY PRODUCTION						
Competency Unit Title	DOUGHNUT PREPARATION						
Competency Unit Descriptor	Doughnut preparation is to produce doughnut product in accordance with standard recipe, production requirement, standing order, Hazard Analysis and Critical Control Points (HACCP), Good Manufacturing Practice (GMP) and Halal requirements. The personnel who are competent in doughnut preparation shall be able to carry out doughnut preparation, doughnut finishing, decoration and end product display to meet required quality and quantity.						
Competency Unit ID	HT-013-2:2011-C03	Level	2	Training Duration	130 Hours	Credit Hours	13
Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Identify doughnut preparation requirements	i. Safety, health and hygiene practices guidelines such as; <ul style="list-style-type: none"> • OSHA • Environmental Quality Act 1974 (Act127) • Halal product compliance • HACCP • GMP ii. Standing order iii. Production quantity iv. Delivery time v. Doughnut standard recipe vi. Types of doughnut such as:			4 hours	Lecture	i. Standing order interpreted ii. Production quality and quantity determined iii. Delivery time determined iv. Standard recipe obtained v. Types of doughnut determined vi. Doughnut preparation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Ring doughnut <ul style="list-style-type: none"> – Plain – Sugar – Chocolate • Jelly-filled doughnut (Bismarcks) • Long Johns • Twist • Fried cinnamon rolls <p>vii. Doughnut preparation workflow</p>					workflow determined
		<ol style="list-style-type: none"> i. Interpret standing order ii. Determine production quality and quantity iii. Determine delivery time iv. Obtain standard recipe v. Determine types of doughnut vi. Determine doughnut preparation workflow 	<p><u>Attitude:</u></p> <ol style="list-style-type: none"> i. Resourceful in identifying 	6 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			doughnut preparation requirements <u>Safety:</u> -Not applicable-			
2. Prepare doughnut <i>mise en place</i>	i. Types of cooking utensils and equipment such as; <ul style="list-style-type: none"> • Pan • Scale • Measurement cups • Mixer • Stove • Deep fat fryer ii. Function and usage of cooking utensils and equipment for doughnut preparation iii. Doughnut ingredients such as; <ul style="list-style-type: none"> • Sugar • Salt • Milk • yeast • Flour • Milk powder • Egg • Water 			10 hours	Lecture	i. Types of cooking utensils and equipment determined ii. Function and usage of cooking utensils and equipment determined iii. Cooking utensils and equipment arranged iv. Doughnut ingredients prepared according to standard recipe

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Determine types of cooking utensils and equipment ii. Determine function and usage of cooking utensils and equipment iii. Arrange cooking utensils and equipment iv. Prepare doughnut ingredients according to standard recipe	<u>Attitude:</u> i. Organise in preparing doughnut <i>mise en place</i> <u>Safety:</u> i. Careful in checking and testing equipment in good condition ii. Adhere to safety practice	14 hours	Demonstration & Observation	
3. Carry out doughnut preparation	i. Method of mixing doughnut dough <ul style="list-style-type: none"> • Straight dough/All in one method 			22 hours	Lecture	i. Doughnut standard recipe followed

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Sponge/cake method ii. Techniques of doughnut preparation <ul style="list-style-type: none"> • Mixing • Kneading • Rolling • Folding • Shaping • Prooving • Deep frying iii. Procedure of sweet and savoury fillings preparation					ii. Utensils and equipment utilised iii. Doughnut ingredients measured according to standard recipe iv. Doughnut ingredients mixed according to standard recipe v. Doughnut dough according to standard recipe prooved
		i. Follow doughnut standard recipe ii. Utilise utensils and equipment iii. Measure doughnut ingredients according to standard recipe iv. Mix doughnut ingredients according to standard recipe v. Proove doughnut dough according to standard recipe vi. Apply method of doughnut preparation vii. Apply techniques of		48 hours	Demonstration & Observation	vi. Method of doughnut preparation applied vii. Techniques of doughnut preparation applied viii. Procedure of doughnut preparation followed

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		doughnut preparation viii. Follow procedure of doughnut preparation	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Adhere to hygiene practise ii. Neat and tidy in carrying out doughnut preparation <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Wear appropriate Personal Protective Equipment (PPE) ii. Careful when handling sharp utensils and electrical equipment i. Adhere to kitchen safety, hygiene and health procedure 			
4. Carry out doughnut finishing and decoration	<ul style="list-style-type: none"> i. Types of doughnut finishing and decoration <ul style="list-style-type: none"> • Topping such as; <ul style="list-style-type: none"> – Fruit base – Chocolate – Nuts 			4 hours	Lecture	<ul style="list-style-type: none"> i. Types of doughnut finishing and decoration determined ii. Doughnut

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Icing • Cream • Filling such as; <ul style="list-style-type: none"> – Custard – Chocolate – Fruit jam ii. Technique of glazing, topping and filling iii. Method of doughnut product display and packaging 					<ul style="list-style-type: none"> product glazed, topped and filled according to standing order iii. Doughnut product displayed and packed according to requirements
		<ul style="list-style-type: none"> i. Determine types of doughnut finishing and decoration ii. Glaze, top and fill doughnut product according to standing order iii. Display and pack doughnut product according to requirements 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Adhere to hygiene practise ii. Neat and tidy in carrying out doughnut finishing and decoration <p><u>Safety:</u></p>	6 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			i. Wear appropriate Personal Protective Equipment (PPE) ii. Careful when handling sharp utensils and electrical equipment iii. Adhere to kitchen safety, hygiene and health procedure			
5. Evaluate doughnut quality and quantity	i. Doughnut shape ii. Doughnut texture iii. Doughnut aroma iv. Doughnut colour v. Doughnut flavour and taste vi. Doughnut appearance vii. Doughnut quantity and quality contribution factors <ul style="list-style-type: none"> • Preparation process • Temperature 			2 hours	Lecture	i. Doughnut shape checked ii. Doughnut texture checked iii. Doughnut aroma checked iv. Doughnut colour checked v. Doughnut flavour and taste checked vi. Doughnut appearance checked vii. Doughnut quantity
		i. Check doughnut shape ii. Check doughnut texture iii. Check doughnut aroma iv. Check doughnut colour v. Check doughnut flavour and taste		10 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		vi. Check doughnut appearance vii. Confirm doughnut quantity meets with standing order	<p><u>Attitude:</u></p> i. Responsible in checking doughnut quality and quantity ii. Adhere to hygiene practise			meets with standing order confirmed
6. Record doughnut preparation activities	i. Flow of reporting line ii. Doughnut preparation reporting format iii. Method of reporting doughnut preparation activities <ul style="list-style-type: none"> • Verbal 		<p><u>Safety:</u></p> i. Wear appropriate Personal Protective Equipment (PPE) ii. Adhere to kitchen safety, hygiene and health procedure	1 hour	Lecture	i. Personnel involved determined ii. Doughnut preparation activities reporting

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Checklist • Written iv. Procedure of reporting doughnut preparation activities					format determined iii. Method of reporting doughnut preparation activities applied
		i. Determine personnel involved ii. Determine doughnut preparation activities reporting format iii. Apply method of reporting doughnut preparation activities iv. Generate doughnut preparation activities report v. Follow procedure of reporting doughnut preparation activities	<u>Attitude:</u> i. Meticulous in writing report ii. Clarity and responsible in reporting doughnut preparation activities	3 hours	Demonstration & Observation	iv. Doughnut preparation activities report generated v. Procedure of reporting doughnut preparation activities followed

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			iii. Adhere to report submission dateline <u>Safety:</u> -Not applicable-			

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information. 01.02 Document information procedures or processes. 02.01 Interpret and follow manuals, instructions and SOP's. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 03.01 Apply cultural requirement to the workplace. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area.	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork

03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations. 03.07 Resolve interpersonal conflicts. 06.01 Understand systems. 06.02 Comply with and follow chain of command. 06.03 Identify and highlight problems. 06.04 Adapt competencies to new situations/systems. 01.04 Analyse information. 04.01 Organize own work activities. 04.02 Set and revise own objectives and goals. 04.03 Organize and maintain own workplace. 04.04 Apply problem solving strategies. 04.05 Demonstrate initiative and flexibility.	
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Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Stationery	As required
2. Kitchen utensils(Pan, Scale, Measurement spoon & cups, Mixing bowl, doughnut cutter, rolling pin, dough scrapper, baking tray, wire rack, frying skimmer, food tongs, pastry brush, kitchen cloth, bench brush)	1:4
3. Kitchen equipment (Working table, mixer machine, stove and deep fat fryer)	1:4
4. Chillers	1:20

5. Freezer	1:20
6. Doughnut ingredients	1:1
7. Doughnut standard recipe	1:1
8. Packaging materials	1:1
9. Personal Protective Equipment (safety boot, Chef hat, apron, disposable glove)	1:1

References

REFERENCES
<ol style="list-style-type: none"> 1. Courtine R.J. & Larousse The Hamlyn Publishing Group (1988) Gastronomique Cookery Encyclopaedia, ISBN 0-749-30316-6 2. Friberg B., John Wiley & Sons (2002), The Professional Pastry Chef: Fundamental of Baking and Pastry (4th edition) 3. Gail Sokol Thomson Delmar Learning (2006). About Professional Baking. 2nd Edition 4. Geerts R., Vantage House (1989), Belgian Sweet and savourys

5. Gisslen W., John Wiley & Sons Inc (2009), Professional Baking. 5th Edition
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13. Roux M.&A., Mcdonald & Co. Ltd, The Roux Brothers on Patisserie, ISBN 0-356-12379-0
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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	FOOD AND BEVERAGES						
Job Area	BAKERY PRODUCTION						
Competency Unit Title	BUN PREPARATION						
Competency Unit Descriptor	Bun preparation is to produce bun product in accordance with standard recipe, production requirement, standing order and Hazard Analysis and Critical Control Points (HACCP), Good Manufacturing Practice (GMP) and Halal requirements. The personnel who are competent in yeast based product production shall be able to carry out bun preparation, finishing, decoration and end product display to meet required quality and quantity.						
Competency Unit ID	HT-013-2:2011-C04	Level	2	Training Duration	120 Hours	Credit Hours	12
Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Identify bun preparation requirements	i. Safety, health and hygiene practices guidelines such as; <ul style="list-style-type: none"> • OSHA • Environmental Quality Act 1974 (Act127) • Halal product compliance • HACCP • GMP ii. Bun standing order iii. Production quantity iv. Delivery time v. Bun standard recipe vi. Types of bun dough <ul style="list-style-type: none"> • Lean 			4 hours	Lecture	i. Standing order interpreted ii. Production quantity determined iii. Delivery time determined iv. Standard recipe obtained v. Types of bun determined vi. Bun preparation workflow determined	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Enriched vii. Types of bun such as; <ul style="list-style-type: none"> • Plain • Filled • Sweet • Savoury viii. Bun preparation workflow					
		i. Interpret standing order ii. Determine production quantity iii. Determine delivery time iv. Obtain standard recipe v. Determine types of bun vi. Determine bun preparation workflow	<u>Attitude:</u> i. Resourceful in identifying bun preparation requirements <u>Safety:</u> -Not applicable-	6 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare bun <i>mise en place</i>	i. Types of cooking utensils and equipment such as; <ul style="list-style-type: none"> • Baking tray • Scale • Measurement cups • Mixing bowl • Mixer • Oven ii. Function and usage of cooking utensils and equipment for bun preparation iii. Bun ingredients such as; <ul style="list-style-type: none"> • Sugar • Salt • Milk • Yeast • Flour • Milk powder • Egg • Water 			10 hours	Lecture	i. Types of cooking utensils and equipment determined ii. Function and usage of cooking utensils and equipment determined iii. Cooking utensils and equipment arranged iv. Bun ingredients prepared according to standard recipe
		i. Determine types of cooking utensils and equipment		14 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		ii. Determine function and usage of cooking utensils and equipment iii. Arrange cooking utensils and equipment iv. Prepare bun ingredients according to standard recipe	<u>Attitude:</u> i. Organise in preparing bun <i>mise en place</i> <u>Safety:</u> i. Careful in checking and testing equipment in good condition ii. Adhere to safety practice			
3. Carry out bun preparation	i. Method of mixing bun dough <ul style="list-style-type: none"> • Straight dough method • Sponge method ii. Techniques of bun preparation <ul style="list-style-type: none"> • Mixing 			22 hours	Lecture	i. Bun standard recipe followed ii. Utensils and equipment utilised iii. Bun ingredients measured

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Kneading • Rolling • Shaping • Panning • Proofing • Baking iii. Procedure of bun preparation					according to standard recipe iv. Bun ingredients mixed according to standard recipe v. Bun dough proved according to standard recipe
		i. Follow bun standard recipe ii. Utilise utensils and equipment iii. Measure bun ingredients according to standard recipe iv. Mix bun ingredients according to standard recipe v. Prove bun dough according to standard recipe vi. Apply techniques of bun baking vii. Follow procedure of bun preparation	<u>Attitude:</u> i. Adhere to hygiene practise ii. Neat and tidy in	48 hours	Demonstration & Observation	vi. Techniques of bun baking applied vii. Procedure of bun preparation followed

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			carrying out bun preparation <u>Safety:</u> i. Wear appropriate Personal Protective Equipment (PPE) ii. Careful when handling sharp utensils and electrical equipment iii. Adhere to kitchen safety, hygiene and health procedure			
4. Carry out bun finishing and decoration	i. Types of bun finishing and decoration such as: <ul style="list-style-type: none"> • Topping such as; <ul style="list-style-type: none"> – Fruit base – Chocolate – Nuts/grains – Flour • Icing • Cream • Cheese • Filling such as; <ul style="list-style-type: none"> – Custard – Chocolate 			4 hours	Lecture	i. Types of bun finishing and decoration Determined ii. Bun product glazed, topped and filled according to standing order iii. Bun product displayed and packed according to requirements

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> - Fruit jam - Savoury ii. Technique of glazing, topping and filling iii. Method of bun product display and packaging					
		i. Determine types of bun finishing and decoration ii. Glaze, top and fill bun product according to standing order iii. Display and pack bun product according to requirements	<u>Attitude:</u> i. Adhere to hygiene practise ii. Neat and tidy in carrying out bun finishing and decoration <u>Safety:</u> i. Wear appropriate Personal Protective Equipment (PPE) ii. Careful when handling	6 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			equipment iii. Adhere to kitchen safety and health procedure			
5. Evaluate bun quality and quantity	i. Bun shape ii. Bun texture iii. Bun aroma iv. Bun colour v. Bun flavour and taste vi. Bun appearance vii. Bun quantity and quality contribution factors <ul style="list-style-type: none"> • Preparation process • Temperature 			2 hours	Lecture	i. Bun shape checked ii. Bun texture checked iii. Bun aroma checked iv. Bun colour checked v. Bun flavour and taste checked vi. Bun appearance checked vii. Bun quantity meets with standing order confirmed
		i. Check bun shape ii. Check bun texture iii. Check bun aroma iv. Check bun colour v. Check bun flavour and taste vi. Check bun appearance vii. Confirm bun quantity		2 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		meets with standing order	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Responsible in checking bun quality and quantity ii. Adhere to hygiene practise <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Wear appropriate Personal Protective Equipment (PPE) ii. Adhere to kitchen safety, hygiene and health procedure 			
6. Record bun preparation activities	<ul style="list-style-type: none"> i. Flow of reporting line ii. Bun preparation reporting format iii. Method of reporting bun preparation activities <ul style="list-style-type: none"> • Verbal • Checklist • Written iv. Procedure of reporting bun preparation activities 			1 hour	Lecture	<ul style="list-style-type: none"> i. Personnel involved determined ii. Bun preparation activities reporting format determined iii. Method of reporting bun

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Determine personnel involved ii. Determine bun preparation activities reporting format iii. Apply method of reporting bun preparation activities iv. Generate bun preparation activities report v. Follow procedure of reporting bun preparation activities 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Meticulous in writing report ii. Clarity and responsible in reporting bun preparation activities iii. Adhere to report submission dateline <p><u>Safety:</u> -Not applicable-</p>	1 hour	Demonstration & Observation	<ul style="list-style-type: none"> preparation activities applied iv. Bun preparation activities report generated v. Procedure of reporting bun preparation activities followed

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria

Employability Skills

Core Abilities	Social Skills
<p>01.01 Identify and gather information. 01.02 Document information procedures or processes. 02.01 Interpret and follow manuals, instructions and SOP's. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 03.01 Apply cultural requirement to the workplace. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations. 03.07 Resolve interpersonal conflicts. 06.01 Understand systems. 06.02 Comply with and follow chain of command. 06.03 Identify and highlight problems. 06.04 Adapt competencies to new situations/systems. 01.04 Analyse information. 04.01 Organize own work activities. 04.02 Set and revise own objectives and goals. 04.03 Organize and maintain own workplace. 04.04 Apply problem solving strategies. 04.05 Demonstrate initiative and flexibility.</p>	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Stationery	As required
2. Kitchen utensils(Pan, scale, measurement spoon & cups, mixing bowl, rolling pin, scraper, baking tray, rack trolley, wire rack, kitchen cloth, bench brush)	1:4
3. Working table	1:4
4. Stove	1:4
5. Mixer	1:4
6. Proover	1:20
7. Oven	1:20
8. Chillers	1:20
9. Freezer	1:20
10. Bun ingredients	1:1
11. Bun standard recipe	1:1
12. Packaging materials	1:1
13. Personal Protective Equipment (Safety boot, chef hat, disposable glove, apron)	1:1

References

REFERENCES

1. Courtine R.J. & Larousse The Hamlyn Publishing Group (1988) Gastronomique Cookery Encyclopaedia, ISBN 0-749-30316-6
2. Friberg B., John Wiley & Sons (2002), The Professional Pastry Chef: Fundamental of Baking and Pastry (4th edition)
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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	FOOD AND BEVERAGES						
Job Area	BAKERY PRODUCTION						
Competency Unit Title	PIZZA PREPARATION						
Competency Unit Descriptor	Pizza preparation is to produce pizza product in accordance with standard recipe, production requirement, standing order and Hazard Analysis and Critical Control Points (HACCP), Good Manufacturing Practice (GMP) and Halal requirements. The personnel who are competent in pizza preparation shall be able to carry out pizza preparation, finishing, decoration and end product display to meet required quality and quantity.						
Competency Unit ID	HT-013-2:2011-C05	Level	2	Training Duration	120 Hours	Credit Hours	
Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Identify pizza preparation requirements	i. Safety, health and hygiene practices guidelines such as; <ul style="list-style-type: none"> • OSHA • Environmental Quality Act 1974 (Act127) • Halal product compliance • HACCP • GMP ii. Pizza standing order iii. Production quantity iv. Delivery time v. Pizza standard recipe vi. Pizza preparation workflow			4 hours	Lecture	i. Standing order interpreted ii. Production quantity determined iii. Delivery time determined iv. Standard recipe obtained v. Pizza preparation workflow determined	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Interpret standing order ii. Determine production quantity iii. Determine delivery time iv. Obtain standard recipe v. Determine pizza preparation workflow	<u>Attitude:</u> i. Resourceful in identifying pizza preparation requirements <u>Safety:</u> -Not applicable-	6 hours	Demonstration & Observation	
2. Prepare pizza <i>mise en place</i>	i. Types of cooking utensils and equipment such as; <ul style="list-style-type: none"> • Baking tray • Scale • Measurement cups • Mixing bowl • Mixer • Oven ii. Function and usage of			10 hours	Lecture	i. Types of cooking utensils and equipment determined ii. Function and usage of cooking utensils and equipment determined iii. Cooking utensils

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	cooking utensils and equipment for pizza preparation iii. Pizza ingredients such as; <ul style="list-style-type: none"> • Sugar • Salt • Yeast • Flour • Water • Format • Olive oil • Pizza sauce • Cheese • Pizza topping such as; <ul style="list-style-type: none"> – Beef – Chicken – Ham (turkey) – Vegetables – Pepperoni 					and equipment arranged iv. Pizza ingredients prepared according to standard recipe
		i. Determine types of cooking utensils and equipment ii. Determine function and usage of cooking utensils and equipment iii. Arrange cooking utensils and		14 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		equipment iv. Prepare pizza ingredients according to standard recipe	<u>Attitude:</u> i. Organise in preparing pizza <i>mise en place</i> <u>Safety:</u> i. Careful in checking and testing equipment in good condition ii. Adhere to safety practice			
3. Carry out pizza preparation	i. Method of mixing pizza dough <ul style="list-style-type: none"> • Straight dough method • Sponge method ii. Techniques of pizza sauce preparation <ul style="list-style-type: none"> • <i>Saute</i> • Boiling • Simmering iii. Techniques of pizza preparation			16 hours	Lecture	i. Pizza standard recipe followed ii. Utensils and equipment utilised iii. Pizza ingredients measured according to standard recipe iv. Pizza ingredients

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Mixing • Kneading • Rolling • Shaping • Topping • Panning • Prooving • Baking iv. Procedure of pizza sauce preparation v. Procedure of pizza preparation					mixed according to standard recipe v. Pizza dough proved according to standard recipe vi. Pizza sauce preparation technique applied vii. Procedure of pizza sauce preparation followed
		i. Follow pizza standard recipe ii. Utilise utensils and equipment iii. Measure pizza ingredients according to standard recipe iv. Mix pizza ingredients according to standard recipe v. Proove pizza dough according to standard recipe vi. Apply pizza sauce preparation technique vii. Follow procedure of pizza sauce preparation		58 hours	Demonstration & Observation	viii. Pizza topping applied according to standing order ix. Pizza baking technique applied x. Procedure of pizza preparation followed

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> viii. Apply pizza topping according to standing order ix. Apply pizza baking technique x. Follow procedure of pizza preparation 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Adhere to hygiene practise ii. Neat and tidy in carrying out pizza preparation <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Wear appropriate Personal Protective Equipment (PPE) ii. Careful when handling sharp utensils and electrical equipment iii. Adhere to kitchen safety, hygiene and health procedure 			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Carry out pizza finishing work	<ul style="list-style-type: none"> i. Pizza finishing work (cutting) ii. Method of pizza product display and packaging 			2 hours	Lecture	<ul style="list-style-type: none"> i. Pizza finishing work determined ii. Pizza product displayed and packed according to requirements
		<ul style="list-style-type: none"> i. Determine pizza finishing work ii. Display and pack pizza product according to requirements 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Adhere to hygiene practise ii. Neat and tidy in carrying out finishing work <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Wear appropriate Personal Protective Equipment (PPE) ii. Careful when handling equipment iii. Adhere to kitchen safety and health procedure 	4 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Evaluate pizza quality and quantity	i. Pizza shape ii. Pizza texture iii. Pizza aroma iv. Pizza colour v. Pizza flavour and taste vi. Pizza appearance vii. Pizza quantity and quality contribution factors <ul style="list-style-type: none"> • Preparation process • Temperature 			2 hours	Lecture	i. Pizza shape checked ii. Pizza texture checked iii. Pizza aroma checked iv. Pizza colour checked v. Pizza flavour and taste checked vi. Pizza appearance checked vii. Pizza quantity meets with standing order confirmed
		i. Check pizza shape ii. Check pizza texture iii. Check pizza aroma iv. Check pizza colour v. Check pizza flavour and taste vi. Check pizza appearance vii. Confirm pizza quantity meets with standing order	<u>Attitude:</u> i. Responsible in checking pizza quality and quantity ii. Adhere to hygiene practise	2 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<u>Safety:</u> i. Wear appropriate Personal Protective Equipment (PPE) ii. Adhere to kitchen safety, hygiene and health procedure			
6. Record pizza preparation activities	i. Flow of reporting line ii. Pizza preparation reporting format iii. Method of reporting pizza preparation activities <ul style="list-style-type: none"> • Verbal • Checklist • Written iv. Procedure of reporting pizza preparation activities			1 hour	Lecture	i. Personnel involved determined ii. Pizza preparation activities reporting format determined iii. Method of reporting pizza preparation activities applied
		i. Determine personnel involved ii. Determine pizza preparation activities reporting format iii. Apply method of reporting pizza preparation activities		1 hour	Demonstration & Observation	iv. Pizza preparation activities report generated v. Procedure of reporting pizza preparation

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		iv. Generate pizza preparation activities report v. Follow procedure of reporting pizza preparation activities	<u>Attitude:</u> i. Meticulous in writing report ii. Clarity and responsible in reporting pizza preparation activities iii. Adhere to report submission dateline <u>Safety:</u> -Not applicable-			activities followed

Employability Skills

Core Abilities	Social Skills
<p>01.01 Identify and gather information. 01.02 Document information procedures or processes. 02.01 Interpret and follow manuals, instructions and SOP's. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 03.01 Apply cultural requirement to the workplace. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations. 03.07 Resolve interpersonal conflicts. 06.01 Understand systems. 06.02 Comply with and follow chain of command. 06.03 Identify and highlight problems. 06.04 Adapt competencies to new situations/systems. 01.04 Analyse information. 04.01 Organize own work activities. 04.02 Set and revise own objectives and goals. 04.03 Organize and maintain own workplace. 04.04 Apply problem solving strategies. 04.05 Demonstrate initiative and flexibility.</p>	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Stationery	As required
2. Kitchen utensils(Pan, scale, measurement spoon & cups, pizza cutter, mixing bowl, rolling pin, scraper, baking tray, tray rack, kitchen cloth, bench brush)	1:4
3. Working table	1:4
4. Stove	1:4
5. Mixer	1:4
6. Proover	1:20
7. Oven	1:20
8. Chillers	1:20
9. Freezer	1:20
10. Pizza ingredients	1:1
11. Pizza standard recipe	1:1
12. Personal Protective Equipment (Safety boot, chef hat, disposable glove, apron)	1:1

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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	FOOD AND BEVERAGES						
Job Area	BAKERY PRODUCTION						
Competency Unit Title	MUFFIN PREPARATION						
Competency Unit Descriptor	Muffin preparation is to produce muffin product in accordance with standard recipe, production requirement, standing order and Hazard Analysis and Critical Control Points (HACCP), Good Manufacturing Practice (GMP) and Halal requirements. The personnel who are competent in muffin preparation shall be able to carry out yeast based product production, finishing, decoration and end product display to meet required quality and quantity.						
Competency Unit ID	HT-013-2:2011-C06	Level	2	Training Duration	92 Hours	Credit Hours	9
Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Identify muffin preparation requirements	i. Safety, health and hygiene practices guidelines such as; <ul style="list-style-type: none"> • OSHA • Environmental Quality Act 1974 (Act127) • Halal product compliance • HACCP • GMP ii. Muffin standing order iii. Production quantity iv. Delivery time v. Muffin standard recipe vi. Muffin preparation workflow			2 hours	Lecture	i. Standing order interpreted ii. Production quantity determined iii. Delivery time determined iv. Standard recipe obtained v. Muffin preparation workflow determined	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Interpret standing order ii. Determine production quantity iii. Determine delivery time iv. Obtain standard recipe v. Determine muffin preparation workflow	<u>Attitude:</u> i. Resourceful in identifying muffin preparation requirements <u>Safety:</u> -Not applicable-	4 hours	Demonstration & Observation	
2. Prepare muffin <i>mise en place</i>	i. Types of cooking utensils and equipment such as; <ul style="list-style-type: none"> • Muffin tray • Scale • Measurement cups • Mixing bowl • Mixer • Oven ii. Function and usage of cooking utensils and equipment for muffin			6 hours	Lecture	i. Types of cooking utensils and equipment determined ii. Function and usage of cooking utensils and equipment determined iii. Cooking

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	preparation iii. Muffin ingredients such as; <ul style="list-style-type: none"> • Sugar • Salt • Baking powder • Egg • Flour • Water • Corn oil • Butter 					utensils and equipment arranged iv. Muffin ingredients prepared according to standard recipe
		i. Determine types of cooking utensils and equipment ii. Determine function and usage of cooking utensils and equipment iii. Arrange cooking utensils and equipment iv. Prepare muffin ingredients according to standard recipe	<u>Attitude:</u> i. Organise in preparing muffin <i>mise en place</i> <u>Safety:</u> i. Careful in checking and	8 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			testing equipment in good condition ii. Adhere to safety practice			
3. Carry out muffin preparation	i. Method of mixing muffin <ul style="list-style-type: none"> • Muffin method • Creaming method ii. Techniques of muffin preparation <ul style="list-style-type: none"> • Mixing • Portioning • Baking iii. Procedure of muffin preparation			12 hours	Lecture	i. Muffin standard recipe followed ii. Utensils and equipment utilised iii. Muffin ingredients measured according to standard recipe iv. Muffin ingredients mixed according to standard recipe
		i. Follow muffin standard recipe ii. Utilise utensils and equipment iii. Measure muffin ingredients according to standard recipe iv. Mix muffin ingredients according to standard recipe v. Apply muffin baking technique vi. Follow procedure of muffin fillings preparation		42 hours	Demonstration & Observation	v. Muffin baking technique applied vi. Procedure of muffin fillings preparation followed
			<u>Attitude:</u>			

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			i. Adhere to hygiene practise ii. Neat and tidy in carrying out muffin preparation <u>Safety:</u> i. Wear appropriate Personal Protective Equipment (PPE) ii. Careful when handling sharp utensils and electrical equipment iii. Adhere to kitchen safety, hygiene and health procedure			
4. Carry out muffin finishing work	i. Muffin finishing work (Dusting) ii. Method of muffin product display and packaging			4 hours	Lecture	i. Muffin finishing work determined ii. Muffin product displayed and packed according to requirements
		i. Determine muffin finishing work ii. Display and pack muffin product		8 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		according to requirements	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Adhere to hygiene practise ii. Neat and tidy in carrying out muffin finishing and decoration <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Wear appropriate Personal Protective Equipment (PPE) ii. Careful when handling equipment iii. Adhere to kitchen safety and health procedure 			
5. Evaluate muffin quality and quantity	<ul style="list-style-type: none"> i. Muffin shape ii. Muffin texture iii. Muffin aroma iv. Muffin colour v. Muffin flavour and taste vi. Muffin appearance vii. Muffin quantity and quality contribution 			2 hours	Lecture	<ul style="list-style-type: none"> i. Muffin shape checked ii. Muffin texture checked iii. Muffin aroma checked iv. Muffin colour checked

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	factors <ul style="list-style-type: none"> • Preparation process • Temperature 					v. Muffin flavour and taste checked vi. Muffin appearance checked
		i. Check muffin shape ii. Check muffin texture iii. Check muffin aroma iv. Check muffin colour v. Check muffin flavour and taste vi. Check muffin appearance vii. Confirm muffin quantity meets with standing order	<u>Attitude:</u> i. Responsible in checking muffin quality and quantity ii. Adhere to hygiene practise <u>Safety:</u> i. Wear appropriate Personal Protective Equipment (PPE) ii. Adhere to kitchen safety, hygiene	2 hours	Demonstration & Observation	vii. Muffin quantity meets with standing order confirmed

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			and health procedure			
6. Record muffin preparation activities	i. Flow of reporting line ii. Muffin preparation reporting format iii. Method of reporting muffin preparation activities <ul style="list-style-type: none"> • Verbal • Checklist • Written iv. Procedure of reporting muffin preparation activities			1 hour	Lecture	i. Personnel involved determined ii. Muffin preparation activities reporting format determined iii. Method of reporting muffin preparation activities applied
		i. Determine personnel involved ii. Determine muffin preparation activities reporting format iii. Apply method of reporting muffin preparation activities iv. Generate muffin preparation activities report		1 hours	Demonstration & Observation	iv. Muffin preparation activities report generated v. Procedure of reporting muffin preparation activities followed

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		v. Follow procedure of reporting muffin preparation activities	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Meticulous in writing report ii. Clarity and responsible in reporting muffin preparation activities iii. Adhere to report submission dateline <p><u>Safety:</u> -Not applicable-</p>			

Employability Skills

Core Abilities	Social Skills
<p>01.01 Identify and gather information. 01.02 Document information procedures or processes. 02.01 Interpret and follow manuals, instructions and SOP's. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 03.01 Apply cultural requirement to the workplace. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations. 03.07 Resolve interpersonal conflicts. 06.01 Understand systems. 06.02 Comply with and follow chain of command. 06.03 Identify and highlight problems. 06.04 Adapt competencies to new situations/systems. 01.04 Analyse information. 04.01 Organize own work activities. 04.02 Set and revise own objectives and goals. 04.03 Organize and maintain own workplace. 04.04 Apply problem solving strategies. 04.05 Demonstrate initiative and flexibility.</p>	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Stationery	As required
2. Kitchen utensils(Muffin tray, scale, measurement spoon & cups, spatula, mixing bowl, scraper, baking tray, tray rack)	1:4
3. Working table	1:4
4. Stove	1:4
5. Mixer	1:4
6. Oven	1:20
7. Chillers	1:20
8. Freezer	1:20
9. Muffin cup	1:1
10. Muffin ingredients	1:1
11. Muffin standard recipe	1:1
12. Packaging materials	1:1
13. Personal Protective Equipment (Safety boot, chef hat, disposable glove, apron)	1:1

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2. Friberg B., John Wiley & Sons (2002), The Professional Pastry Chef: Fundamental of Baking and Pastry (4th edition)
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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	FOOD AND BEVERAGES						
Job Area	BAKERY PRODUCTION						
Competency Unit Title	BAKERY PRODUCT AND MATERIAL HANDLING						
Competency Unit Descriptor	Bakery product and material handling is to handle bakery product and material in accordance with production requirement, Hazard Analysis and Critical Control Points (HACCP), Good Manufacturing Practice (GMP) and Halal requirements. The personnel who are competent in bakery product and material handling shall be able to carry out bakery product and material handling to meet required quality and quantity.						
Competency Unit ID	HT-013-2:2011-C07	Level	2	Training Duration	30 Hours	Credit Hours	3
Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Identify bakery product and material handling requirement	i. Safety, health and hygiene practices guidelines such as; <ul style="list-style-type: none"> • OSHA • Environmental Quality Act 1974 (Act127) • Halal product compliance • HACCP • GMP ii. Types of bakery product and material such as; <ul style="list-style-type: none"> • Raw material • Semi finished products such as; <ul style="list-style-type: none"> – Pizza base – Hard roll 			2 hours	Lecture	i. Types of bakery product and material identified ii. Bakery product and material handling standard operating procedure (SOP) determined iii. Bakery product and material handling workflow determined	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Finished products iii. Bakery product and material handling Standard Operating Procedure (SOP) iv. Material requisition procedure v. Bakery product and material handling workflow 					
		<ul style="list-style-type: none"> i. Identify types of bakery product and material ii. Determine bakery product and material handling Standard Operating Procedure (SOP) iii. Determine bakery product and material handling workflow 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Resourceful in identifying bakery product and material handling requirements <p><u>Safety:</u></p> <p>-Not applicable-</p>	2 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Arrange bakery product and material handling activities	i. Types of bakery utensils and equipment such as; <ul style="list-style-type: none"> • Baking tray • Food container • Trolley • Chillers • Freezer ii. Functions of utensils and equipment iii. Storage area such as; <ul style="list-style-type: none"> • Dry store • Chillers • Freezer 			2 hours	Lecture	i. Standing order obtained ii. Material requisition form obtained iii. Bakery utensils and equipment prepared iv. Accurate storage area with specified temperature identified
		i. Obtain standing order ii. Obtain material requisition form iii. Prepare bakery utensils and equipment iv. Identify accurate storage area with specified temperature	<u>Attitude:</u> i. Organise in arranging bakery	2 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			product and material handling activities <u>Safety:</u> i. Check and testing equipment in good condition ii. Adhere to kitchen safety practice			
3. Carry out bakery product and material handling	i. Procedures of bakery product and material collection ii. Standard packaging techniques iii. Standard labelling of bakery product and material iv. Storage procedures			4 hours	Lecture	i. Bakery product and material according collected to requisition & specification ii. Bakery product and material packed according to standard requirement
		i. Collect bakery product and material according to requisition & specification ii. Pack bakery product and material according to standard requirement iii. Label bakery product and material iv. Store bakery product and material according		12 hours	Demonstration & Observation	iii. Bakery product and material labelled iv. Bakery product and material stored according to accurate storage area

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		to accurate storage area	<p><u>Attitude:</u></p> <p>i. Adhere to hygiene practise</p> <p><u>Safety:</u></p> <p>i. Wear appropriate Personal Protective Equipment (PPE)</p> <p>ii. Adhere to kitchen safety and health procedure</p>			
4. Evaluate bakery product and material handling effectiveness	<p>i. Quality of bakery product and material</p> <p>ii. Accuracy of bakery product and material quantity</p> <p>iii. Arrangement of bakery product and material</p> <p>iv. Compliance of HALAL requirements</p>			1 hour	Lecture	<p>i. Quality of bakery product and material checked</p> <p>ii. Accuracy of bakery product and material quantity checked</p> <p>iii. Arrangement of bakery product and material checked</p>
		<p>i. Check quality of bakery product and material</p> <p>ii. Check accuracy of bakery product and</p>		2 hour	Demonstration & Observation	<p>iv. Compliance of bakery product</p>

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		material quantity iii. Check arrangement of bakery product and material iv. Confirm bakery product and material storage comply with HALAL requirements	<u>Attitude:</u> i. Responsible in checking bakery product and material handling effectiveness ii. Adhere to hygiene practise <u>Safety:</u> i. Wear appropriate Personal Protective Equipment (PPE) Adhere to kitchen safety, hygiene and health procedure			and material storage with HALAL requirements confirmed
5. Record bakery product and material handling activities	i. Flow of reporting line ii. Bakery product and material handling activities reporting format			1 hour	Lecture	i. Personnel involved determined ii. Bakery product and material

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iii. Method of reporting bakery product and material handling activities <ul style="list-style-type: none"> • Verbal • Checklist • Written iv. Procedure of reporting bakery product and material handling activities					handling activities reporting format determined iii. Method of reporting bakery product and material handling activities applied iv. Bakery product and material handling activities report generated
		i. Determine personnel involved ii. Determine bakery product and material handling activities reporting format iii. Apply method of reporting bakery product and material handling activities iv. Generate bakery product and material handling activities report v. Follow procedure of reporting bakery product and material handling activities		2 hours	Demonstration & Observation	v. Procedure of reporting bakery product and material handling activities followed

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<u>Attitude:</u> i. Meticulous in writing report ii. Clarity and responsible in reporting bakery product and material handling activities iii. Adhere to report submission dateline <u>Safety:</u> -Not applicable-			

Employability Skills

Core Abilities	Social Skills
<p>01.01 Identify and gather information. 01.02 Document information procedures or processes. 02.01 Interpret and follow manuals, instructions and SOP's. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 03.01 Apply cultural requirement to the workplace. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations. 03.07 Resolve interpersonal conflicts. 06.01 Understand systems. 06.02 Comply with and follow chain of command. 06.03 Identify and highlight problems. 06.04 Adapt competencies to new situations/systems. 01.04 Analyse information. 04.01 Organize own work activities. 04.02 Set and revise own objectives and goals. 04.03 Organize and maintain own workplace. 04.04 Apply problem solving strategies. 04.05 Demonstrate initiative and flexibility.</p>	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Stationery	As required
2. Kitchen utensils(measuring scale, knife)	1:4
3. Kitchen equipment (chillers, freezer, trolley)	1:20
4. Food containers	1:1
5. Food packaging	1:1
6. Raw materials	1:1
7. Semi finished products	1:1
8. Finished products	1:1
9. Requisition form	1:1
10. Personal Protective Equipment (safety boot, Chef hat, disposable glove, apron)	1:1

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1. Courtine R.J. & Larousse The Hamlyn Publishing Group (1988) Gastronomique Cookery Encyclopaedia, ISBN 0-749-30316-6
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13. Y.H.Hui, Harold Corke, Wiley Blacwell (2006), Bakery Products, Science and Technology, ISBN: 9-780-81380187-2

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	FOOD AND BEVERAGES						
Job Area	BAKERY PRODUCTION						
Competency Unit Title	BAKERY PRODUCT SALES & MARKETING						
Competency Unit Descriptor	Bakery product sales & marketing are to sell & market bakery product in accordance with company requirements. The personnel who are competent in bakery product sales shall be able to carry out bakery product sales and collect customer feedback to meet required sales target and quality.						
Competency Unit ID	HT-013-2:2011-E01	Level	2	Training Duration	30 Hours	Credit Hours	3
Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Identify bakery products sales & marketing requirements	i. Types of bakery product and selling price ii. Bakery products sales workflow/process iii. Bakery products sales Standard Operating Procedure (SOP)			1 hour	Lecture	i. Types of bakery product and selling price determined ii. Bakery products sales & marketing workflow/process determined	
		i. Determine types of bakery product and selling price ii. Determine bakery products sales & marketing workflow/process iii. Determine bakery products sales & marketing Standard Operating Procedure (SOP)		2 hours	Demonstration & Observation	iii. Bakery products sales & marketing sop determined	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p><u>Attitude:</u> i. Resourceful in identifying bakery products sales & marketing requirements</p> <p><u>Safety:</u> -Not applicable-</p>			
2. Arrange bakery product sales & marketing activities	<p>i. Marketing plan</p> <p>ii. Marketing mix</p> <ul style="list-style-type: none"> • Product • Price • Promotion • Place <p>iii. Respondents' profile</p> <ul style="list-style-type: none"> • Number of respondents • Demographic (Age, gender, occupation, household income and locality) • Psychographic (behavioral, lifestyles, attitude) <p>iv. Marketing materials such as</p> <ul style="list-style-type: none"> • Brochure 			2 hours	Lecture	<p>i. Marketing plan ascertained</p> <p>ii. Respondents' profile determined</p> <p>iii. Marketing materials selected</p> <p>iv. Marketing schedule and strategies obtained</p>

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Flyers • Business card v. Marketing schedule and strategies					
		i. Ascertain marketing plan ii. Determine respondents' profile iii. Select marketing materials iv. Obtain marketing schedule and strategies	<u>Attitude:</u> i. Organise in arranging bakery product sales & marketing activities <u>Safety:</u> -Not applicable-	4 hours	Demonstration & Observation	i.
3. Carry out bakery product sales & marketing	i. Sales & marketing activities ii. Market location iii. Market information <ul style="list-style-type: none"> • Type of customer • Fast moving product iv. Customer feedback			4 hour	Lecture	i. Sales & marketing activities arranged ii. Market location chose iii. Bakery

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	v. Potential/new customer					products sales & marketing executed iv. Market information gathered and tabulated v. Customer feedback collected vi. Potential/new customer identified
		i. Arrange sales & marketing activities ii. Choose market location iii. Execute bakery products sales & marketing iv. Gather and tabulate market information v. Collect customer feedback vi. Identify potential/new customer	<u>Attitude:</u> Knowledgeable and creative in	12 hours	Demonstration & Observation	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			carrying out bakery product sales & marketing <u>Safety:</u> -Not applicable-			
4. Evaluate validity and reliability of potential market information	i. Guidelines of gathering and tabulating market information ii. Validity and reliability of data collected iii. Numbers of potential/new customer			1 hour	Lecture	i. Guidelines of gathering and tabulating market information checked ii. Validity and reliability of data collected assessed
		i. Check guidelines of gathering and tabulating market information ii. Assess validity and reliability of data collected iii. Assess numbers of potential/new customer	<u>Attitude:</u> i. Meticulous in checking validity and reliability of potential market information <u>Safety:</u>	1 hour	Demonstration & Observation	iii. Numbers of potential/new customer assessed

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			-Not applicable-			
5. Prepare bakery product sales & marketing report	i. Flow of reporting line ii. Bakery product sales & marketing reporting format iii. Method of reporting bakery product sales & marketing <ul style="list-style-type: none"> • Verbal • Checklist • Written iv. Procedure of reporting bakery product sales & marketing			1 hour	Lecture	i. Personnel involved determined ii. Bakery product sales & marketing reporting format determined iii. Method of reporting bakery product sales & marketing applied
		i. Determine personnel involved ii. Determine bakery product sales & marketing reporting format iii. Apply method of reporting bakery product sales & marketing iv. Generate bakery product sales & marketing report v. Follow procedure of		2 hours	Demonstration & Observation	iv. Bakery product sales & marketing report generated v. Procedure of reporting bakery product sales & marketing followed

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		reporting bakery product sales & marketing	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Meticulous in writing report ii. Clarity and responsible in reporting bakery products sales & marketing activities iii. Adhere to report submission dateline <p><u>Safety:</u> -Not applicable-</p>			

Employability Skills

Core Abilities	Social Skills
<p>01.01 Identify and gather information. 01.02 Document information procedures or processes. 02.01 Interpret and follow manuals, instructions and SOP's. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 03.01 Apply cultural requirement to the workplace. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations. 03.07 Resolve interpersonal conflicts. 06.01 Understand systems. 06.02 Comply with and follow chain of command. 06.03 Identify and highlight problems. 06.04 Adapt competencies to new situations/systems. 01.04 Analyse information. 04.01 Organize own work activities. 04.02 Set and revise own objectives and goals. 04.03 Organize and maintain own workplace. 04.04 Apply problem solving strategies. 04.05 Demonstrate initiative and flexibility.</p>	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Multitasking and prioritizing 5. Self-discipline 6. Teamwork

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Stationery 2. Marketing kits 3. Office Equipment (computer, printer, photocopier, scanner) 4. Customer feedback form 5. Bakery products	As required 1:1 1:10 1:1 1:1

References

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1. Johnson, Tom (1998), Pengurusan Jualan Yang Cemerlang / Penerbitan Pelangi Sdn Bhd, ISBN 983-50-1954-1. 2. Kennedy, Danielle (1997), Seven Figure Selling / Syarikat First Agency Publishing (M) Sdn Bhd, ISBN 983-9156-32-2. 3. Nik Kamariah Nik Mat (2005), Pengurusan Jualan : Konsep Dan Kes / Prentice Hall Pearson Malaysia Sdn Bhd, ISBN 983-3205-26-7. 4. Czinkota, M.R. Marketing Management, (2 nd Edition 2001), South-Western College Publishing. 5. Evans, J.R and Berman, Marketing (6 th Edition 1994). Maxwell MacMillan International, Singapore. 6. Lynda King Taylor (1992), Quality: Total Customer 7. Tom Hinton / Wini Schaeffer (1994), Customer Focused- Quality What To Do On Monday Morning : Sunday Times 8. Evans, J.R and Berman, Marketing (6 th Edition 1994). Maxwell MacMillan International, Singapore.

SUMMARY OF TRAINING DURATION FOR BAKERY PRODUCTION (LEVEL 2)

NO. ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILLS (B)	HOURS (A) + (B)	TOTAL (HRS)
HT-013-2:2011-C01	SAFETY, HEALTH AND HYGIENE PRACTICES	Identify safety, health and hygiene practices requirements	3	2	5	53
		Plan safety, health and hygiene practices activities	3	4	7	
		Carry out safety, health and hygiene practices	12	22	34	
		Evaluate safety, health and hygiene practices conformance	2	3	5	
		Report safety, health and hygiene practices activities	1	1	2	
HT-013-2:2011-C02	SWEET AND SAVOURY FILLING PREPARATION	Identify sweet and savoury filling preparation requirements	2	3	5	60
		Prepare sweet and savoury filling <i>mise en place</i>	5	7	12	
		Carry out sweet and savoury filling preparation	10	22	32	
		Carry out filling end product storage	2	4	6	
		Evaluate sweet and savoury filling quality and quantity	1	2	3	
		Record sweet and savoury filling preparation activities	1	1	2	
HT-013-2:2011-C03	DOUGHNUT PREPARATION	Identify doughnut preparation requirements	4	6	10	130
		Prepare doughnut <i>mise en place</i>	10	14	24	
		Carry out doughnut preparation	22	48	70	
		Carry out doughnut finishing and decoration	4	6	10	
		Evaluate doughnut quality and quantity	2	10	12	
		Record doughnut preparation activities	1	3	4	
HT-013-2:2011-C04	BUN PREPARATION	Identify bun preparation requirements	4	6	10	120
		Prepare bun <i>mise en place</i>	10	14	24	
		Carry out bun preparation	22	48	70	
		Carry out bun finishing and decoration	4	6	10	
		Evaluate bun quality and quantity	2	2	4	
		Record bun preparation activities	1	1	2	
HT-013-2:2011-C05	PIZZA PREPARATION	Identify pizza preparation requirements	4	6	10	120
		Prepare pizza <i>mise en place</i>	10	14	24	
		Carry out pizza preparation	16	58	74	
		Carry out pizza finishing work	2	4	6	
		Evaluate pizza quality and quantity	2	2	4	
		Record pizza preparation activities	1	1	2	
HT-013-2:2011-C06	MUFFIN PREPARATION	Identify muffin preparation requirements	2	4	6	92
		Prepare muffin <i>mise en place</i>	6	8	14	
		Carry out muffin preparation	12	42	54	
		Carry out muffin finishing work	4	8	12	
		Evaluate muffin quality and quantity	2	2	4	
		Record muffin preparation activities	1	1	2	

HT-013-2:2011-C07	BAKERY PRODUCT AND MATERIAL HANDLING	Identify bakery product and material handling requirement	2	2	4	30
		Arrange bakery product and material handling activities	2	2	4	
		Carry out bakery product and material handling	4	12	16	
		Evaluate bakery product and material handling effectiveness	1	2	3	
		Record bakery product and material handling activities	1	2	3	
TOTAL HOURS (Core Competencies)			200	405	605	605
HT-013-2:2011-E01	BAKERY PRODUCT SALES & MARKETING	Identify bakery products sales & marketing requirements	1	2	3	30
		Arrange bakery product sales & marketing activities	2	4	6	
		Carry out bakery product sales & marketing	4	12	16	
		Evaluate validity and reliability of potential market information	1	1	2	
		Prepare bakery product sales & marketing report	1	2	3	
TOTAL HOURS (+ Elective Competency)			209	426	635	635