## Level 3 Senior Chef Production Cooking - End-Point Assessment (9082-12)

**Assessment 702/752 - Practical observation**

**Employer Witness Testimony to confirm competency**

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| **Apprentice Name** |  | **Enrolment number** |  |
| **Witness Name** |  | **Date** |  |
| **Organisation Name** |  | | |
| **Witness Job Title / Position** |  | | |
| **Relationship to apprentice** | Please provide details of your relationship to the apprentice (eg: how long have you worked with the apprentice and in what capacity). | | |
| **Employer Declaration** | | | |
| * By completing this document, you are confirming that the apprentice is competent against the standard. * You must provide **two** examples as to how the apprentice has practically demonstrated the knowledge, skills and behaviours for each of the criteria below. * You might find that one example could be used as evidence to cover other Knowledge, Skills and behaviours or criteria for the practical observation. Where this is the case please clearly indicate using the relevant boxes under each example. ( e.g. CS1) | | | |

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| **Culinary**   * CS1 Demonstrate a range of food preparation, knife and cooking skills and techniques to produce quality dishes in line with business requirements * CS2 Produce profitable menu items and dishes according to business specifications * CS3 Use technology appropriately and efficiently to support the production of food and ensure maintenance issues and malfunctions are dealt with promptly * CS5 Ensure positive business or brand image is upheld in work activities and the delivery of products at all times * CS6 Exceed customer satisfaction by maintaining consistency in product and service quality * CB1 Remain calm under pressure and handle many tasks at once ensuring they are completed at the right moment and to the agreed standard * CB2 Take a flexible approach to meet business requirements * CB6 Take ownership for keeping up to date with the business offer and brand developments. | | | |
| **Witness Testimony for Culinary** | | | |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; | | | |
| **Pass criteria**   * CS1/CS2 The apprentice demonstrated the skills and techniques to produce quality dishes, profitable menu items to business specifications. | | | |
| **Example 1**  They demonstrated this by…….  **Example 2**  They demonstrated this by……. | | | |
| Date the above examples took place |  | | |
| Cross reference to criteria if applicable |  |  |  |
| **Witness Testimony for Culinary** | | | |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; | | | |
| **Pass criteria**   * CS3 The apprentice demonstrated the using of technology efficiently to support the production of food, ensuring maintenance and malfunction issues were dealt with promptly. | | | |
| **Example 1**  They demonstrated this by…….  **Example 2**  They demonstrated this by……. | | | |
| Date the above examples took place |  | | |
| Cross reference to criteria if applicable |  |  |  |
| **Witness Testimony for Culinary** | | | |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; | | | |
| **Pass criteria**   * CS5/CS6 The apprentice demonstrated the ability to ensure a positive brand image was upheld, customer satisfaction was exceeded by maintaining consistency of products and services. | | | |
| **Example 1**  They demonstrated this by…….  **Example 2**  They demonstrated this by……. | | | |
| Date the above examples took place |  | | |
| Cross reference to criteria if applicable |  |  |  |
| **Witness Testimony for Culinary** | | | |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; | | | |
| **Pass criteria**   * CB1/CB2/CB6 The apprentice demonstrated the ability to remain calm under pressure, multi task, using a flexible approach to meet business requirements and standards whilst taking ownership for keeping up to date with brand offer/developments.   **Distinction criteria**   * The apprentice demonstrated planning activities to maximise time and available resources. | | | |
| **Example 1**  They demonstrated this by…….  **Example 2**  They demonstrated this by……. | | | |
| Date the above examples took place |  | | |
| Cross reference to criteria if applicable |  |  |  |
| **Food Safety**   * FS1 Prepare, cook and present food to agreed food safety practices and guidelines, ensuring a clean and hygienic kitchen environment is maintained at all times * FS2 Ensure ingredients are stored, prepared, cooked and presented to deliver a quality product that is safe for the consumer * FB1 Take responsible decisions that support high standards of food safety practices * FB2 Use a considered approach to managing ingredients to maintain their quality and safety | | | |
| **Witness Testimony for food safety** | | | |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; | | | |
| **Pass criteria**   * FS1/FS2 The apprentice demonstrated working to agreed food safety practices and guidelines, maintaining hygiene and ensuring safe food storage practices to deliver quality products that are safe for the customer. | | | |
| **Example 1**  They demonstrated this by…….  **Example 2**  They demonstrated this by……. | | | |
| Date the above examples took place |  | | |
| Cross reference to criteria if applicable |  |  |  |
| **Witness Testimony for food safety** | | | |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; | | | |
| **Pass criteria**   * FB1/FB2 The apprentice demonstrated the ability to take responsibie decsions to support high standards of food safety practices using a considered approach to manage and maintain the quality and safety of ingredients. | | | |
| **Example 1**  They demonstrated this by…….  **Example 2**  They demonstrated this by……. | | | |
| Date the above examples took place |  | | |
| Cross reference to criteria if applicable |  |  |  |
| **People**   * PS1 Support team members and ensure the food produced is of high quality, delivered on time and to specification * PS2 Maintain harmony across the team and with colleagues in other parts of the organisation, identifying and dealing with problems constructively to drive a positive outcome * PS3 Use effective methods of communication and operate in a fair and empathetic manner that achieves the desired results and demonstrates a customer centric * PS4 Identify development needs and actively encourage and support individuals to enhance their skills and knowledge * PB1 Encourage the team to take a pride in their role through a consistently positive and professional approach * PB2 Be solution focussed to achieve the required outcome and support positive, open communications that help team embers achieve the best result for customers and the business * PB3 Actively listen and empathise with other peoples’ point of view, respond politely and promote a fair, non-discriminatory and equal working environment. | | | |
| **Witness Testimony for people** | | | |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; | | | |
| **Pass criteria**   * PS1/PS2/PB1 The apprentice demonstrated supporting the team to ensure quality food is produced and delivered to business specifications. Maintaining harmony across the team and organisation, encouraging the team to take pride in their role and resolving issues to achieve positive outcomes.   **Distinction criteria**   * The apprentice demonstrated identifying opportunities to ‘go the extra mile’ with either customers or in supporting the team. | | | |
| **Example 1**  They demonstrated this by…….  **Example 2**  They demonstrated this by……. | | | |
| Date the above examples took place |  | | |
| Cross reference to criteria if applicable |  |  |  |
| **Witness Testimony for people** | | | |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; | | | |
| **Pass criteria**   * PS3/PB2/PB3 The apprentice demonstrated communicating effectively, using open positive communications, operating in a fair and empathetic manner to support the team in achieving required outcomes in a non-discriminatory and equal working environment.   **Distinction criteria**   * The apprentice demonstrated ensuring communications were efficient, understood and resultant actions undertaken at the appropriate time. | | | |
| **Example 1**  They demonstrated this by…….  **Example 2**  They demonstrated this by……. | | | |
| Date the above examples took place |  | | |
| Cross reference to criteria if applicable |  |  |  |
| **Witness Testimony for people** | | | |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; | | | |
| **Pass criteria**   * PS4 The apprentice demonstrated identifying development needs within the team and actively encouraging/supporting individuals to enhance their knowledge and skills. | | | |
| **Example 1**  They demonstrated this by…….  **Example 2**  They demonstrated this by……. | | | |
| Date the above examples took place |  | | |
| Cross reference to criteria if applicable |  |  |  |
| **Business**   * BK3 Recognise and understand legislative responsibilities and the importance of protecting peoples’ health, safety and security * BK5 Know the customer profile of the business, who its main competitors are and the business growth strategy * BS1 Effectively use techniques that support cost reduction and improve performance, revenue, profit margins and customers’ experience * BS2 Monitor costs, using forecasting to set realistic targets with the team; effectively control resource allocation; minimise wastage and us sustainable working practices * BS3 Comply with legal requirements and inspire customer confidence by maintaining the safety and security of people at all times * BS4 Risk assess situations, identifying and isolating matters of concern, by establishing the cause and intervening accordingly to minimise any risk to people and comply with legislation * BS5 Carry out activities in line with business and brand values that actively market the business, support competitiveness and help meet business objectives * BB1 Demonstrate a keen business sense, producing food to brand standards efficiently and effectively * BB2 Actively discourage waste and work to avoid complaint related wastage; demonstrating commitment to sustainable working practices * BB4 Think and act quickly to address problems as they arise and keep customers satisfied and operations flowing smoothly * BB5 Visibly and authentically live the brand, culture and values of the business through a passionate enthusiasm to provide everyone with the best possible experience. | | | |
| **Witness Testimony for business** | | | |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; | | | |
| **Pass criteria**   * BK3/BS3 The apprentice demonstrated complying with legal requirements, inspiring customer confidence by maintaining the safety and security of people at all times. | | | |
| **Example 1**  They demonstrated this by…….  **Example 2**  They demonstrated this by……. | | | |
| Date the above examples took place |  | | |
| Cross reference to criteria if applicable |  |  |  |
| **Witness Testimony for business** | | | |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; | | | |
| **Pass criteria**   * BK5/ BS1/BS2/B1/BB2 The apprentice demonstrated a keen business sense by using techniques to support and monitor cost reduction; improving performance, revenue, profit margins and customer experience. Using forecasting and setting realistic targets to control resources, actively discouraging waste through sustainable working practices. | | | |
| **Example 1**  They demonstrated this by…….  **Example 2**  They demonstrated this by……. | | | |
| Date the above examples took place |  | | |
| Cross reference to criteria if applicable |  |  |  |
| **Witness Testimony for business** | | | |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; | | | |
| **Pass criteria**   * BS4/BB4 The apprentice demonstrated assessing and minimising risks to people by quick thinking to address problems as they arise to keep customers satisfied and operations flowing smoothly.   **Distinction criteria**   * The apprentice demonstrated minimising potential disruption by proactively assessing the activities and identifying and addressing issues in advance. | | | |
| **Example 1**  They demonstrated this by…….  **Example 2**  They demonstrated this by……. | | | |
| Date the above examples took place |  | | |
| Cross reference to criteria if applicable |  |  |  |
| **Witness Testimony for business** | | | |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; | | | |
| **Pass criteria**   * BS5/BB5 The apprentice demonstrated carrying out activities in line with business/brand values, actively marketing the business and supporting competitiveness to meet the business objectives.   **Distinction criteria**   * Actively promote business/brand standard when briefing the team and monitoring service. Showing a passionate enthusiasm for the brand, culture and values to provide everyone with the best possible experience. | | | |
| **Example 1**  They demonstrated this by…….  **Example 2**  They demonstrated this by……. | | | |
| Date the above examples took place |  | | |
| Cross reference to criteria if applicable |  |  |  |

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| Employer Declaration |
| **I can confirm that:**   * **The examples provided within this witness testimony are a true and accurate account of real work-based examples. The apprentice has been observed carrying out work based activities where they have shown practical competency against the standard.** |

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| **Witness Signature** |  | **Date** |  |

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| Apprentice Declaration |
| **I confirm that:**   * **The examples provided within this witness testimony are accurate and based on real-work based examples where I have practically demonstrated competency against the standard.** * **I understand that the details of the examples included may be explored further by the Independent End-point Assessor during the Practical Observation Question & Answer session.** |

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| **Apprentice Signature** |  | **Date** |  |