Level 2 End-point Assessment for ST0589/AP02 Production Chef

9087-12

October 2019, v1

End-point Assessment Handbook

Contents

Introduction **3**

About this document 3

01 Kitchen operations **4**

02 Nutrition **7**

03 Legal and governance **9**

04 People **11**

05 Business and commercial **12**

06 Personal development and performance **14**

Useful contacts **15**

Introduction

About this document

This document sets out the content that needs to be taught to prepare for the 9087-201 Knowledge Test component of Level 2 End-point Assessment for ST0589/AP02 Production Chef.

This content is divided into six areas of learning.

01 Kitchen operations
02 Nutrition
03 Legal and governance
04 People
05 Business and commercial
06 Personal development and performance

01 Kitchen operations

Topics

01.1 Techniques for the preparation, assembly, cooking, regeneration and presentation of food
01.2 The importance of organisational / brand specifications and consistency in food production
01.3 How to check fresh, frozen and ambient foods are fit for purpose
01.4 Procedures for the safe handling and use of tools and equipment
01.5 The importance of following correct setting up and closing down procedures

01.1 Techniques for the preparation, assembly, cooking, regeneration and presentation of food

- Preparation and assembly techniques
- Cooking and regeneration techniques
- Regeneration techniques
- Presentation of food techniques

Commodities

- Meat - beef, lamb, pork
- Poultry - chicken, turkey, duck
- Fish – flat, round, oily
- Dairy
- Vegetable protein
- Dried goods – rice, pasta, grains etc
- Vegetables/salads – leaf, stem, root, bulbs
- Fruit – citrus, with stones, soft fruit, hard fruit

Preparation techniques

- Cold preparation – salads, vegetables, basic meat/fish preparation, marinating
- Soups, stocks and sauces – fresh/convenience
- Pastry, cakes and doughs – fresh/convenience
- Techniques such as washing, peeling, chopping, blanching etc

Cooking, regeneration and presentation methods

- Grilling and griddling
- Stewing and braising
- Frying – Deep, shallow and stir
- Roasting
- Boiling
- Steaming
- Poaching
- Baking
- Combination
- Microwave
- Portioning
- Plating
- Garnishing

Cooking and regeneration – styles

- Cook chill
- Batch cooking
- Cook to order / call order

01.2 The importance of organisational / brand specifications and consistency in food production

- To meet brand standards
- To meet establishment guidelines
- To follow standard operational procedures (SOP)
- To maintain consistency

01.3 How to check fresh, frozen and ambient foods are fit for purpose

Maintaining food safety and quality

- Safe and hygienic working practices
- Packaging
- Temperatures
- Brand / establishment specifications
- Quality points
- Dates and labelling
- Correct storage

01.4 Procedures for the safe handling and use of tools and equipment

Large equipment

- Grill / griddle
- Fryer
- Mixer
- Steamer
- Blast chiller / freezer
- Fridges and freezers
- Ovens
- Cooking range – to include induction and gas
- Combination oven
- Bain Marie
- Microwave
- Bratt pan

Small tools and equipment

- Knives
- Blenders
- Food processor
- Mandolin
- Stick blender
- Strainers / sieves
- Chopping boards
- Whisks
- Rolling pin
- Pots and pans
- Temperature probe / thermometer

Methods of maintaining and storing tools and equipment

Know the implications of improper use of different types of equipment

01.5 The importance of following correct setting up and closing down procedures

Setting up

- Refer to relevant documentation
- Preparation, checks and reporting of defects

Closing down

- Storage / labelling
- Fire, safety and security
- Cleaning and waste disposal
- Completion of relevant documentation

02 Nutrition

Topics

02.1 Key nutrient groups, their function and main food sources
02.2 Adapting dishes to meet the specific allergenic, dietary and religious needs of individuals

02.1 Key nutrient groups, their function and main food sources

- Key nutrient groups
- The function of nutrient groups and the impact they have on health / the body
- Main food sources

Key nutrient groups and their functions

- Carbohydrates – starchy, sugars
- Proteins
- Vitamins
- Minerals
- Fats – saturated, unsaturated

Main food sources

- Meat, fish and dairy
- Fruit and vegetables
- Nuts, pulses and grains
- Vegetable protein alternative
- Sugars

02.2 Adapting dishes to meet the specific allergenic, dietary and religious needs of individuals

- Dietary and religious
- Methods of adapting dishes

Lifestyle choices

- Vegetarian
- Vegan
- Pescatarian

Vulnerable

- Expectant mothers
- Elderly people
- Young children

Medical

- Intolerance - gluten, lactose
- Diabetic

- Fortified
- Low fat/salt
- Allergies
- Obesity
- High cholesterol

Religious
- Halal
- Kosher

Methods
- Ingredient inclusion / substitute
- Cooking methods

03 Legal and governance

Topics

03.1 Allergens and the legal requirements regarding them

03.2 Relevant industry specific regulations, legislation, and procedures regarding food safety, HACCP, health and safety appropriate to organisations

03.3 The importance of following legislation and the completion of legal documentation

03.1 Allergens and the legal requirements regarding them

Allergens identified under current Food Information for Consumers Regulation

- Cereals containing gluten
- Crustaceans
- Eggs
- Fish
- Peanuts
- Soybeans
- Milk
- Nuts
- Celery (including celeriac)
- Mustard
- Sesame
- Sulphur dioxide / sulphites
- Lupin
- Molluscs

Legal requirements such as labelling, customer information, responsibilities, risks / controls

03.2 Relevant industry specific regulations, legislation, and procedures regarding food safety, HACCP, health and safety appropriate to organisations

Legislative responsibilities of the production chef in relation to

- Food Safety Act
- Health & Safety at Work Act
- Manual Handling regulations
- COSHH regulations
- Food Information for Consumers Regulation - allergens

03.3 The importance of following legislation and the completion of legal documentation

Impact of non-compliance

- On business – fines, damage to reputation
- On staff – disciplinary action, accidents
- On customer - accidents, illness, allergic reaction

Documentation

- Accident forms
- Compliance documents – temperature records, date labelling, delivery records
- Risk assessments
- COSHH data sheets

04 People

Topics

04.1 How to communicate with colleagues, line managers and customers effectively
04.2 Principles of customer service and how individuals impact customer experience

04.1 How to communicate with colleagues, line managers and customers effectively

Effective communication methods

The suitability of different forms of communication for different purposes:

- Face to face.
- Written
- Email
- Text
- Social media
- Telephone

Potential barriers to communication

- Language
- Disability e.g sensory loss
- Access to resources

04.2 Principles of customer service and how individuals impact customer service

Principles of customer service

- Meeting service deadlines
- Meeting customer needs
- Quality of food

How individuals impact customer experience

- Communication – with staff, with customers
- Behaviours – time keeping, attitude, attendance
- Personal appearance – personal hygiene, uniform

05 Business and commercial

Topics

05.1 The financial impact of portion and waste control
05.2 How technology can support food production organisations
05.3 The importance of sustainability and working to protect the environment

05.1 The financial impact of portion and waste control

Role of production chef in contributing to financial targets

- Understanding gross profit / net profit and the factors to meet net profit
- Understanding calculating costs / quantities and calculating percentages (%)

Methods for portion control

- Following recipes
- Yield
- Brand guidelines
- Using correct equipment

Waste control

- Stock rotation – FIFO (first in, first out)
- Appropriate preparation methods
- Portion size
- Over-production
- Waste disposal – food items
- Appropriate storage
- Quality control – mistakes, under/over-cooking, customer complaints/returns

05.2 How technology can support food production organisations

Technology that supports food production organisations

- Stock control
- IT based temperature recording
- Customer ordering eg EPOS
- Programmable cooking equipment
- Online record keeping – point of sales / trends analysis

05.3 The importance of sustainability and working to protect the environment

Factors to be considered to reduce impact on the environment

- Food miles
- Carbon footprint
- Utility management
- Recycling – non food

Benefits of sustainability

- Seasonality
- Traceability
- Under-farmed / over-farmed

06 Personal development and performance

Topics

06.1 How personal development and performance contributes to the success of the individual, team and organisation

06.2 Different learning styles

06.1 How personal development and performance contributes to the success of the individual, team and organisation

Continual professional development (CPD)

- Review / appraisal
- Training
- Shadowing
- Coached / mentored
- Response to feedback
- Job related experiences

Performance

- Punctuality
- Attendance
- Presentation
- Personal hygiene
- Communication
- Enthusiasm
- Motivation
- Preparedness for work
- Attitude
- Efficiency
- Initiative
- Support for others
- Time management.

06.2 Different learning styles

- Practical – practicing, techniques
- Visual – watching, demonstration, shadowing, reading
- Auditory – following verbal instructions, coaching

Useful contacts

Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	**E: centresupport@cityandguilds.com**
Learners General qualification information	**E: learnersupport@cityandguilds.com**
Other contacts For other contacts visit the Contact Us page of our website	**W: www.cityandguilds.com/help/contact-us**

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