

Employer Occupational Brief

A guide to apprenticeship training and on-programme
assessment



Production Chef

November 2018

Overview of the job role

Production chefs work as part of a team in time-bound and often challenging kitchen environments, for example; schools, hospitals, the Armed Forces, care homes and high street casual dining or pub kitchens. They report to the Senior Production chef or appropriate line manager. Production chefs are likely to work with centrally developed standardised recipes and menus, producing food often in high volumes. They apply highly methodical organisational skills, energy, accuracy, attention to detail and are mindful of the importance of sustainability and protecting the environment.

Production chefs;

- maintain excellent standards of personal, food and kitchen hygiene
- ensure compliance to procedures, menu specifications and recipes.
- produce food meeting portion controls, and budgetary constraints
- adapting and produce dishes to meet special dietary, religious and allergenic requirements
- follow, complete and maintain production schedules, legislative and quality standard documentation
- use specialist kitchen-equipment
- communicate internally and externally with customers and colleagues
- commit to personal development activities

This employer occupational brief is designed to bring context and expand upon the standard to assist employers and education and training providers to develop the 'on-programme' elements of an apprenticeship. It should be read in conjunction with the assessment plan to ensure full coverage of the requirements is incorporated into the learning and development phase. The statements below are designed to guide and provide examples in a general environment, additional contextualisation will often be necessary to ensure brand / organisational standards are being met.

The detail behind the standard:

	Knowledge 'Know it'	Skills 'Show it'
Kitchen Operations (1)	<p>Techniques for the preparation, assembly, cooking, regeneration and presentation of food.</p> <ul style="list-style-type: none"> • Know how to prepare, assemble and cook, food products using the following techniques • Techniques to include: checking, washing, sorting, peeling, trimming, weighing, measuring, scraping, dicing, slicing, cutting, chopping, grating, shredding, de-seeding, coring, rolling, segmenting, sweating, coating, stuffing, layering, mixing, blanching, skimming, soaking, straining, refreshing, chilling, seasoning, marinating, portioning, garnishing, piping, whisking, pureeing, defrosting, resting, kneading, knocking back, proving, hot holding • Cooking techniques to include: simmering, boiling, poaching, scrambling, steaming, stewing, braising, baking, roasting, grilling, microwaving, deep frying, shallow frying, combination cooking 	<p>Check, prepare, assemble, cook, regenerate, hold and present food meeting the needs of the customers and maintaining organisational standards and procedures.</p> <ul style="list-style-type: none"> • Select appropriate food items for preparation, apply preparation, assembly, cooking, and presentation techniques to meet customer, food safety and organisational standards • Quality checks when accepting deliveries, storing and selecting food items for production; appearance, freshness, size and shape, texture, type, ingredients prepared to specification, minimal waste <p>Use kitchen tools and equipment correctly to produce consistently high quality dishes according to specifications.</p> <ul style="list-style-type: none"> • Factors to consider when using knife skills and cutting techniques: Selection of appropriate knives and skills, minimising waste, following safe practices, following hygienic practices
Kitchen Operations (2)	<p>The importance of organisational/brand specifications and consistency in food production</p> <ul style="list-style-type: none"> • Understand the importance of adhering to brand standards ensuring the consistency in food production 	

<p>Kitchen Operations (3)</p>	<p>How to check fresh, frozen and ambient foods are fit for purpose.</p> <ul style="list-style-type: none"> • Recognise the importance of making sure food deliveries are fit-for-purpose • Know how to check that food items are undamaged, pest-free, within date • Know how to check that food items are stored and maintained at the correct temperature 	<p>Take responsibility for the cleanliness, organisation and smooth running of the work area.</p> <ul style="list-style-type: none"> • Adherence to manufacturer’s instructions, planned servicing, maintenance and authorised repairs, cleaning, monitoring temperatures, reporting problems or damage • Follow the organisation’s procedures for the cleaning of tools, equipment and kitchen areas; correct use of chemicals, use of health and safety signs, follow equipment manufacturer’s instructions, schedules for daily, weekly and monthly cleaning), disposal of waste, disinfection methods (correct dilution, correct storage of chemicals), waste disposal (food, other items, recycling, in line with organisational policy), compliance with COSHH and current regulations/guidelines, washing, wiping, sanitising, • Complete organisation’s documentation for the cleanliness of tools, equipment and kitchen areas
<p>Kitchen Operations (4)</p>	<p>Procedures for the safe handling and use of tools and equipment</p> <ul style="list-style-type: none"> • Identify types of tools and equipment; knives, small equipment (for example, temperature probe, whisk, jug, mixer, rolling pin, pans, can openers) and large equipment (for example, blast chiller/freezer, cold holding equipment, ovens, fryers, vacuum packer) • Methods of maintaining and storing tools and equipment and the importance of following these working practices: Cleaning, sharpening, handling and transportation, safe and hygienic storage, security • Reducing contamination risks: Use of correct equipment (cutting boards, knives, cleaning cloths) 	
<p>Kitchen Operations (5)</p>	<p>The importance of following correct setting up and closing down procedures.</p> <ul style="list-style-type: none"> • Know where to find the organisation’s set up and close down procedures 	

	<ul style="list-style-type: none"> • Understand the importance of individual responsibility in following the organisation's procedures • Know the importance of and how to report defects and non-compliance to procedure 	
Kitchen Operations (6)	<p>Specific standards and operating procedures for organisations</p> <ul style="list-style-type: none"> • Know where to find the brand specification for the production of food 	
Nutrition (1)	<p>Identify key nutrient groups, their function and main food sources</p> <ul style="list-style-type: none"> • Know the different food groups commonly used in food production; Carbohydrate, fat, fibre, protein, vitamins and minerals • Key nutrient food sources, functions, and their impact on health • Understand the benefits of a balanced diet, and the consequences of a poor diet. • Understand the dietary requirements of different groups: Vulnerable: expectant mothers, young children, elderly people and those with a weakened immune system Health/medical: obesity, diabetic, high cholesterol, intolerances, allergens Religious (Kosher, Halal) Lifestyle/choice: vegan, vegetarian, low fat diet 	<p>Produce dishes to suit individuals' specific dietary, religious and allergenic needs as required</p> <p>Produce food to suit nutritional or dietary requirements by;</p> <ul style="list-style-type: none"> • Following organisation/brand specifications • Substituting ingredients • Reducing or excluding ingredients • Using alternative cooking methods • Using alternative finishing methods • Using separate preparation, cooking, finishing and storage areas

<p>Nutrition (2)</p>	<p>The scope and methods of adapting dishes to meet the specific dietary, religious and allergenic needs of individuals</p> <ul style="list-style-type: none"> • Know the product specification / ingredient list for each dish • Know the benefits and limitations of different preparation and cooking methods • Understand how dishes may be adapted to suit specific individual dietary needs; Substituting ingredients, reducing or excluding ingredients, using alternative cooking methods, using alternative finishing methods, using separate preparation, cooking, finishing and storage areas • The importance of clear communication with other members of the team and identification of adapted food items 	
<p>Legal and governance (1)</p>	<p>Allergens and the legal requirements regarding them.</p> <ul style="list-style-type: none"> • Know the importance of providing food allergen information to customers • Know which foods may be common allergens on the regulatory list • Know the associated risks with food allergens • Know how the risks associated with food allergens can be controlled including written and oral communication – making information available to customers – staff training 	<p>Operate within all regulations, legislation and procedural requirements.</p> <ul style="list-style-type: none"> • Ensure organisations' policies and procedures are followed at all times to comply with current food labelling legislation • Keep working areas clean and hygienic at all times • Maintain own personal hygiene at all times • Prevent cross contamination between different types of food

<p>Legal and governance (2)</p>	<p>Relevant industry specific regulations, legislation, and procedures regarding food safety, HACCP, health and safety appropriate to organisations</p> <ul style="list-style-type: none"> • Know current legislation, regulations and procedures covering health and safety, food safety and hazard analysis • Understand the legal responsibilities of employers and employees • Understand the role and power of enforcement officers and the organisations they work for • Know the actions available to the enforcement officers in the event of non-compliance and the cost (money, time, reputation) to the employer 	<p>Complete and maintain documentation to meet current legislative guidelines.</p> <ul style="list-style-type: none"> • Keep necessary records up to date • Kitchen documentation: Order books, stock control sheets, requisition books, invoices, delivery notes, accident report forms, food safety information, equipment fault reports, stock usage reports, temperature charts, time sheets • Complete kitchen documents: Legible, at correct interval (daily, hourly, ad hoc), accurately, sign and date. • Retaining kitchen documentation: keep documentation for the required time • Communicating (other departments, suppliers, staff), legal requirements (temperatures, tax), stock control, financial control, keep documents (secure, data protection, filed in order). • Whom to contact and why, if problems occur: Supervisor/manager (errors in documentation, safety issues), health and safety executive, reporting of injuries, diseases and dangerous occurrences regulations. • Confidentiality: Commercially sensitive, staff's personal information, legal requirements. • Information to be recorded and retained to comply with legislation: Supplies purchased, traceability information, accident reports, temperature records (fridges, freezers, probing food served).
<p>Legal and governance (3)</p>	<p>The importance of following legislation and the completion of legal documentation</p> <ul style="list-style-type: none"> • Explain the importance of food safety management systems and procedures • Explain the importance of adhering to all legislation, regulations and procedures 	

<p>People (1)</p>	<p>How to communicate with colleagues, line managers and customers effectively</p> <ul style="list-style-type: none"> • Know the correct methods of communication (verbal, written, non-verbal) to be used for a variety of situations • Identify team dynamics • Know how to work as a positive team member • Understand how using an inappropriate method of communication can affect colleagues and customers • Know the skills and qualities required by team members • Know what affects team behaviour • Know how to overcome conflicts in teams 	<p>Use effective methods of communication with all colleagues, managers and customers to promote a positive image of yourself and the organisation.</p> <ul style="list-style-type: none"> • Demonstrate accurate and effective communication in line with business culture • Use written, verbal and nonverbal communication methods as appropriate within own job role <p>Work in a fair and empathetic manner to support team members while offering a quality provision.</p> <ul style="list-style-type: none"> • Work with other team members to ensure products and services meet customer expectations and business standards • Support team members when they require assistance • Respect all team members to create a supportive and harmonious team • Be helpful towards all team members to achieve goals • Listen to other team members so you know what is expected and who has been allocated which tasks • Recognise different social skills of team members, e.g. this can include cultural differences, lack of experience or lack of confidence <p>Work to ensure customer expectations are met.</p> <ul style="list-style-type: none"> • Proactively request customer feedback via various sources • Respond to customer feedback accordingly in the context of the job role.
<p>People (2)</p>	<p>Principles of customer service and how individuals impact customer experience.</p> <ul style="list-style-type: none"> • Know the organisational standards for customer care and how to put into practice • State the importance of customers and good customer care for yourself and the organisation • Know the importance of making a good first impression on the customer • Know how to help customers feel welcome and at ease and why it is important to show consideration to customers 	
<p>People (3)</p>	<p>How and why to support team members in own area and across organisations</p> <ul style="list-style-type: none"> • Describe how you would recognise that colleagues needed support 	

	<ul style="list-style-type: none"> • Explain how to respond to requests of assistance from colleagues • Explain the importance of being supportive- whilst ensuring own work priorities are met • State why it is important to support team members and the implications if you didn't 	<ul style="list-style-type: none"> • Share feedback with colleagues/line manager as necessary or required • Provide suggestions for improvement on products and services in response to feedback
Business / commercial (1)	<p>The role of the individual in upholding organisations' vision, values, objectives and reputation.</p> <ul style="list-style-type: none"> • Know and understand the vision, values and objectives of the organisation • Understand the role of the individual in upholding the reputation of the organisation 	<p>Work collaboratively to uphold the vision, values and objectives of the organisation.</p> <ul style="list-style-type: none"> • Carry out food production duties in accordance with organisations' vision, values and objectives • Work with colleagues and team members to ensure the vision, values and objectives of the organisation are achieved • Present yourself (appearance, speech, attitude and behaviour) in accordance with organisation standards
Business / commercial (2)	<p>The financial impact of portion and waste control</p> <ul style="list-style-type: none"> • Understand how to calculate costs and quantities relevant to simple activities in catering operations • Explain the terms 'gross profit' and 'net profit' • Understand how to calculate percentages to achieve a set gross profit • Explain factors to be considered to ensure that agreed net profit is achieved • Explain the importance of monitoring food costs within catering operations 	<p>Maintain quality and consistency in food production by using resources in line with organisations' financial constraints, style, specifications and ethos.</p> <ul style="list-style-type: none"> • Produce food in line with organisational costs and quantities: Costs of resources (ingredients, staff, and overheads), portion size, and yield). • Apply basic numeracy skills: Addition, subtraction, multiplication, division, calculating percentages, estimating.
Business /commercial (3)	<p>How technology can support food production organisations</p>	

	<ul style="list-style-type: none"> Identify current trends in food production technology (for example, cooking equipment, stock control systems, EPOS) Understand how technology can support the food production operation (for example, mobile apps – Just eat, Deliveroo, social media for marketing, customer feedback and loyalty) 	<ul style="list-style-type: none"> Work within the food production team to maintain gross profit, achieve targets, efficient use of resources, minimise waste, control of stock, security of storage, accurate weighing and measuring
Business /commercial (4)	<p>The importance of sustainability and working to protect the environment.</p> <ul style="list-style-type: none"> Understand the provenance of food commodities and the principles of ethical and sustainable resourcing (air miles, seasonality, local suppliers, farm to fork, nose to tail cooking) Understand the benefits of improved sustainable and environmentally friendly practises in production kitchens Understand how to prevent and reduce food wastage in preparation and cooking. 	<p>Use technology appropriately.</p> <ul style="list-style-type: none"> Use communication channels (for example, in person, on the telephone, in written correspondence and social media) In accordance with organisational policies and procedures Use technology following organisation procedure Take responsibility to update technical skills as required Follow organisational sustainable, ethical, waste-saving and environmental working practices in relation to food production
Personal Development and performance (1)	<p>How personal development and performance contributes to the success of the individual, team and organisation.</p> <ul style="list-style-type: none"> State the importance of continual professional development Understand the importance of sharing personal development with the team and organisation Understand how team / organisation performance may be improved by personal development 	<p>Identify own learning style, personal development needs and opportunities and take action to meet those needs.</p> <ul style="list-style-type: none"> Adapt your ways of working to take account of your own and others' learning styles Types of activities that help learning: Team building (team days, activities), taught courses (practical, theoretical), on-job courses (practical, theoretical), job shadowing (own, other departments), coaching

<p>Personal Development and performance (2)</p>	<p>How to identify personal goals and development opportunities and the support and resources available to achieve these.</p> <ul style="list-style-type: none"> • Recognise own strengths and weaknesses: Knowledge, own skills, ability to work as part of a team, knowing when to ask for help, responsible for own actions, communication skills, reflect on own performance. • Recognise benefits of self-development 	<p>and mentoring, online learning portals, podcasts, webinars</p> <p>Use feedback positively to improve performance.</p> <ul style="list-style-type: none"> • Develop skills and attributes by acting on feedback from team members, colleagues, managers and mentors (following discussions, coaching and mentoring, skills development, reviews, self-reflection)
<p>Personal Development and performance (3)</p>	<p>Different learning styles.</p> <ul style="list-style-type: none"> • Know the different learning styles (visual, auditory, kinaesthetic) 	
<p>Behaviours (live it)</p>		
<ul style="list-style-type: none"> • Lead by example working conscientiously and accurately at all times. • Be diligent in safe and hygienic working practises. • Take ownership of the impact of personal behaviours and communication by a consistent, professional approach. • Advocate equality and respect working positively with colleagues, managers and customers. • Actively promote self and the industry in a positive, professional manner. • Challenge personal methods of working and actively implement improvements. 		