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**Standard: Commis Chef (level 2)**

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Criteria/Topic	Knowledge and Understanding (Know it)	Skills (Show it)	e-Learning Course Notes	Hospitality Induction Series	Clear Communication	Violence & Aggression at Work	Equality Essentials	Food Hygiene Essentials	Health & Safety Essentials	Fire Safety Essentials	Food Allergens and the Law	My Rights as an Apprentice (UMB)	Pest Control (UMB)
<b>Culinary</b>													
<p>In order to pass all apprentices will demonstrate knowledge and understanding of a representative proportion of the criteria below in the on demand test:</p> <ul style="list-style-type: none"> <li>The seasonal calendar of food (fish, meat, game and vegetables) and its impact on cost, quality and flavour</li> <li>Technology and its application within food preparation area</li> <li>The benefits in terms of cost savings, efficient working practices and end results of technological application in the area of food preparation/production in terms of producing food; food procurement and monitoring of food storage - within the context the wider sector. Technology to include: Equipment; social media and apps and software in terms of SOPs and training: stock control and ordering</li> <li>Food safety and knowledge/ temperature and storage conditions ambient chilled and frozen</li> <li>The consequences of not checking in terms of self, others and the business</li> <li>Principles of safe food handling/COSHH and the need to clean as you go</li> <li>The importance of undertaking mise-en place</li> <li>Taste – basic flavour profile, seasoning, herbs and spices</li> <li>Common food groups and basic requirements for a balanced diet</li> <li>Basic dietary variations such as vegetarian, vegan, religious diets</li> <li>The key allergens, how to find information about dish content, and the reasons they must be identified</li> <li>Common knives and their correct uses with each food group – cooks knives, boning, filleting, paring, palette, peeler</li> <li>Commonly used kitchen equipment for cooking, processing and finishing dishes</li> <li>The correct use of techniques, tools, knives, and equipment when preparing, cooking and presenting food and why using these correctly is important</li> <li>What quality points to look for in: <ul style="list-style-type: none"> <li>fresh vegetables, including: roots, bulbs, flower heads, fungi, seeds and pods, tubers, leaves, stems, vegetable fruits</li> <li>a range of fresh poultry including duck, chicken and turkey</li> <li>fresh meat, including: beef, lamb, pork</li> <li>fresh fish, including: white fish (round), white fish (flat), oily fish</li> <li>Pre-packaged and dry goods</li> <li>Frozen and chilled (temperature controlled) foods including dairy</li> <li>Traditional cuts of; and basic preparation methods for, meat, poultry, fish and vegetables</li> <li>Meat: primary (fillet, loin, rib, chops, T-bone) and secondary cuts (neck, skirt, shoulder, leg, cheek), offal: trim, dice, portion, mince, tie, bone, marinate, lard, bard</li> <li>Poultry: breast, leg, wing, whole bird: filleting, butterfly, spatchcock, cut for sauté (classical), trimming</li> <li>Fish: darne, goujon, suprême, tronçon, délice, paupiette descaling, skinning, boning, pin boning, marinating (wet &amp; dry), trimming (using shears / filleting knife), gutting, butterflying</li> <li>Vegetables: French cuts - julienne, mirepoix, macedoine, paysane, brunoise, baton, jadinere</li> </ul> </li> </ul>													
	Identify the factors which influence the types of dishes and menus offered by the business	Contribute to reviewing and refreshing menus in line with business and customer requirements										✓	
	Recognise how technology supports the development and production of dishes and menu items in own kitchen	Use available technology in line with business procedures and guidelines to achieve the best result											
	Recognise the importance of checking food stocks and keeping the storage areas in good order, know the procedures to carry out and how to deal with identified shortages and food close to expiry date	Check food stocks, report on shortages, prioritise food that is close to expiry and keep the storage areas in good order						✓			✓		
	Know how to undertake set up, preparation and cleaning tasks to standard whilst working in a challenging, timebound environment	Work methodically to prioritise tasks, ensuring they are completed at the right moment and to the required standard						✓	✓				
	Identify correct ingredients and portion sizes for each dish in line with recipe specifications	Measure dish ingredients and portion sizes accurately											
	Identify the principles of basic food preparation and cooking; taste; allergens; diet and nutrition	Demonstrate a range of craft preparation and basic cooking skills and techniques to prepare, produce and present dishes and menu items in line with business requirements									✓		
	Identify commonly used knives and kitchen equipment and their specific function	Use correct knives and knife skills when preparing food and use the correct equipment when preparing, cooking and presenting food											
	Recognise and understand sources and quality points of common food groups and commodities	Correctly store and use food commodities when preparing dishes						✓					
	Identify traditional cuts of; and basic preparation methods for, meat, poultry, fish and vegetables	Apply correct preparation and selection methods when using meat, poultry, fish and vegetables in dishes											
	Recognise the impact of seasonality on the availability, quality and price of ingredients	Complete preparation and cooking tasks to a high standard, delivered on time and presented as described within the recipe specification											
<b>Food Safety</b>													

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**Standard: Commis Chef (level 2)**

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<p><b>Criteria/Topic</b></p> <p>In order to pass all apprentices will demonstrate knowledge and understanding of a representative proportion of the criteria below in the on demand test:</p> <ul style="list-style-type: none"> <li>Risks to food safety</li> <li>Types of contamination and cross-contamination of food and surfaces and how they can occur</li> <li>Vehicles of contamination including surfaces</li> <li>The types of food poisoning and how food poisoning organisms can contaminate food</li> <li>The common symptoms of food poisoning</li> <li>The factors which enable the growth of food poisoning organisms</li> <li>The effect of personal hygiene and behaviour affect the safety of food</li> <li>Own role in spotting and dealing with hazards, and in reducing the risk of contamination</li> <li>The importance of identifying food hazards promptly</li> <li>The potential impact on health if hazards are not spotted and dealt with promptly</li> <li>The importance of risk assessments</li> <li>Types of unsafe behaviour that may impact on the safety of food and why it is important to avoid this type of behaviour when working with food</li> <li>The legal and regulatory requirements for food safety, the importance of complying with them, the implications of noncompliance and the role of enforcement officers</li> <li>Control of risks to food safety</li> <li>The importance of, and methods for, separation of raw and cooked foods, separation of finished dishes</li> <li>The temperature danger zone, why food needs to be kept at specified temperatures and how to ensure this</li> <li>Procedures to follow when dealing with stock including deliveries</li> <li>Storage, date marking and stock rotation, and why it is important to consistently follow them</li> <li>The importance of keeping work areas and environment clean and tidy, and tools, utensils and equipment in good order, clean condition and stored correctly</li> <li>Methods and frequency of cleaning and maintenance of equipment, surfaces and environment and how they affect food safety in the workplace</li> <li>The actions that should be taken in response to spotting a potential hazard</li> <li>The types of food waste which can occur in the workplace and how it should be safely handled in the workplace</li> <li>The main types of pests and infestation that may pose a risk to the safety of food, how they can occur, how to recognise them, how to prevent them</li> <li>The consequences and main symptoms of allergen and intolerant contamination</li> <li>The legal requirements for a food business to apply a food safety management system based on the Codex principles of HACCP, and allergen control management</li> </ul>													
	Identify the personal hygiene standards, food safety practices and procedures required, understand the importance of following them and consequences of failing to meet them	Maintain a clean and hygienic kitchen environment at all times, complete kitchen documentation as required						✓	✓	✓	✓		✓
	Know how to store, prepare and cook ingredients to maintain quality, in line with food safety legislation	Store, prepare and cook ingredients correctly to deliver a quality product that is safe for the consumer						✓	✓	✓	✓		✓
<p><b>People</b></p> <p>In order to pass all apprentices will demonstrate knowledge and understanding of a representative proportion of the criteria below in the on demand test:</p> <ul style="list-style-type: none"> <li>The impact of poor individual performance from an individual on a team</li> <li>The impact of poor team performance on the business and the customer experience</li> <li>The benefits and impact of a high performing team in respect of food production and meeting customers' expectations of the food experience</li> <li>How to respond to requests of assistance from colleagues</li> <li>The importance of being supportive - whilst ensuring own work priorities are met</li> <li>Professional behaviours such as timekeeping: need for full attendance; following company standards along the lines of reporting illness and absence; booking holidays, wearing of company uniform; attending agreed events such as arranged training</li> <li>The impact of their behaviours on the team and the impact of unprofessional/negative behaviours on team working</li> </ul>													
	Understand how personal and team performance impact on the successful production of dishes and menu items	Work effectively with others to ensure dishes produced are of high quality, delivered on time and to the standard required											
	Know how to communicate with colleagues and team members from a diverse range of backgrounds and cultures	Use suitable methods of communication and operate in a fair and equal manner that demonstrates effective team working			✓	✓	✓						
	Understand the importance of training and development to maximise own performance	Develop own skills and knowledge through training and experiences	A tailored Hospitality Induction series can cover this with specific and relevant information added in as appropriate	✓									
	Know how to support team members when the need arises	Support team members to produce dishes and menu items on time to quality standards											
	Have an understanding of professional behaviours and organisational culture	Perform role to the best of own ability in line with the business values and culture	A tailored Hospitality Induction series can cover this with specific and relevant information added in as appropriate	✓									
	Recognise how all teams are dependent on each other and understand the importance of teamwork both back and front of house	Develop good working relationships across the team and with colleagues in other parts of the organisation, and deal with challenges and problems constructively to drive a positive outcome			✓	✓	✓						
<p><b>Business</b></p>													

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**Standard: Commis Chef** (level 2)

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Criteria/Topic	Knowledge and Understanding (Know it)	Skills (Show it)	e-Learning Course Notes	Hospitality Induction Series	Clear Communication	Violence & Aggression at Work	Equality Essentials	Food Hygiene Essentials	Health & Safety Essentials	Fire Safety Essentials	Food Allergens and the Law	My Rights as an Apprentice (UMB)	Pest Control (UMB)
<p>In order to pass all apprentices will demonstrate knowledge and understanding of a representative proportion of the criteria below in the on demand test:</p> <ul style="list-style-type: none"> <li>Why menu items need to be costed and the importance of working to budgets</li> <li>The terms yield and gross profit and their relevance to planning food production operations</li> <li>The supply chain in terms of basic principles and that of the establishment they are working in</li> <li>Providence and importance of working with nominated suppliers and tendering for suppliers on a regular basis</li> <li>Impact of wastage on P&amp;L and not making full use of produce by creative and efficient menu planning</li> <li>Principles of waste management and recycling – waste management- need to be able to explain waste- via poor production and ruination of food items and wastage as a result of poor stock. Should be able to relate this subject to efficient working practices and yield</li> <li>Potential hazards within food preparation areas</li> <li>Risks in work environment and how to mitigate such risks</li> </ul>													
	Understand the basic costing and yield of dishes and the meaning of gross profit	Follow instruction to meet targets and effectively control resources	A tailored Hospitality Induction series can cover this with specific and relevant information added in as appropriate	✓									
	Understand the principles of supply chain and waste management	Follow procedures regarding usage and waste of resources		✓									
	Recognise potential risks in the working environment, how to address them and the potential consequences of those risks	Undertake all tasks with due care and attention, reporting risks in the appropriate manner						✓	✓	✓	✓		

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**Standard: Hospitality Supervisor** (level 3)

[www.upskillpeople.com/products](http://www.upskillpeople.com/products)

Criteria/Topic	Knowledge and Understanding (Know It)	Skills (Show It)	e-Learning Course Notes	Hospitality Induction Series	Clear Communication	Mitigate & Aggression at Work	Equality for Manager	Food Hygiene Essentials	Health & Safety Essentials	Fire Safety Essentials	Food Allergens and the Law	Display Screen Equipment	Preventing Terrorism & Dealing with Bomb Threats	Counter Food Sales & Service Essentials	Food Sales & Service Essentials	Food Sales & Service Skills	Effective Communication Skills (UMB)	My Rights as an Apprentice (UMB)	Consumer Laws and Legislation (UMB)	Environmental Solutions (UMB)	Principles of 1st Line Supervision (UMB)	Managing Food Hygiene	Managing Health & Safety	Challenge 21 Alcohol Sales	Alcohol Plus	Cider/Perry	Whisky	Gin	Aodka	Red Wine	White Wine	Sparkling Wine	Sacred Wine	Cask Ale	Essential Cocktails	Cigar Management	PCI Essentials	Data Security and Protection Essentials	Managing and Resolving Customer Incidents, Issues and Complaints (UMB)	Bad Bugs	Managing People - Preparation	Managing People - Wellbeing	Managing People - Recruitment	Managing People - Induction	Managing People - Coaching and Performance Management	Managing People - Appraisals	Managing People - Managing Talent	SQE Introduction (SCH)	SQE 1 - Resource (SCH)	SQE 2 - Response (SCH)	SQE 3 - Report (SCH)	SQE 4 - Refine (SCH)	SQE 5 - Review (SCH)	SQE 6 - Retain (SCH)	SQE 7 - Return (SCH)
<b>Core Elements</b>																																																							
<b>Business</b>																																																							
<b>People</b>																																																							
<b>Customers</b>																																																							
<b>Leadership</b>																																																							
<b>Food and beverage supervisor</b>																																																							
<b>Bar supervisor</b>																																																							





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**Standard: Chef de Partie (Level 3)**

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**Criteria/Topic**

**Knowledge and Understanding (Know it)**

**Skills (Show it)**

**e-Learning Course Notes**

- Hospitality Induction Series
- Clear Communication
- Violence & Aggression at Work
- Equality Essentials
- Food Hygiene Essentials
- Health & Safety Essentials
- Fire Safety Essentials
- Food Allergens and the Law
- Preventing Terrorism & Dealing with Bomb Threats
- My Rights as an Apprentice (UMF)
- Managing Food Hygiene
- Managing Health & Safety
- Managing People - Preparation
- Managing People - Wellbeing
- Managing People - Recruitment
- Managing People - Induction
- Managing People - Coaching & Performance Management
- Managing People - Appraisals
- Managing People - Managing Talent

**Core Elements**

In order to pass all apprentices will demonstrate knowledge and understanding of a representative proportion of the criteria below in the on demand test:

- Principles of an effective team, roles and responsibilities of team members and how team dynamics can affect the success of the team
- Equality and diversity legislation
- Customer preferences and customer profiling, including religious, medical and dietary requirements
- Demographics and their impact on business planning and operations
- Motivational techniques and the importance of fulfilling agreements to your team
- Principles of key performance indicators, brand standards and service level agreements
- Principles of departmental budgets, planning for expenditure and controlling costs
- Common categories of costs and their relative proportions in the food production industry
- Principles of implementing and supervising HACCP based food safety management systems
- Principles of food waste control
- Principles of hazard analysis and control of risk
- Legislation affecting food production operations
- Principles of staff resource planning and supervision
- Principles of effective communication
- Principles of effective supervision
- Principles of customer profiling, its importance and impact on hospitality operations
- Theories, models and styles of leadership and supervisory management skills
- Legislation and regulations relevant to food production operations, including weights and measures, food safety, consumer rights, allergens and trades description
- The requirements for and importance of providing accurate information to staff and customers, particularly in relation to ingredients
- The need to adhere to budgets and why the accurate recording of information is important
- Principles of ordering resources to ensure an efficient operation and control in consideration of fluctuation in requirements
- Principles of stock rotation, how to tell if stock is out of condition or out of date and why this is important
- Principles of efficient use of resources, environmental impact and waste reduction
- Correct storage conditions for chilled, ambient and frozen products and ingredients
- Quality points to look for in a range of food products
- Understand the importance of maintaining brand standards and business reputation
- Portion control, yield and profit and loss
- Menu engineering
- Information which must be included on a menu
- Importance of menu knowledge in terms of ingredients, seasonality, provenance, sustainability, cooking methods, allergens and dietary needs for self and team members
- Classical and modern techniques of food preparation, cooking and finishing
- Characteristics of primary and secondary cuts of meat and how that affects preparation, cooking and finishing methods

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<b>Culinary</b>	Identify how industry and food trends, customer preferences, seasonality, provenance and global environmental factors influence the development of dishes and menus	Support the development of and contribute to reviewing and refreshing menus and dishes in line with business requirements and influencing factors										✓											
	Determine how technology supports the development and production of dishes and menu items in own kitchen	Use available technology in line with business procedures and guidelines to achieve the best result																					
	Understand the principles of food preparation and cooking; traditional and modern cuisine; taste; allergens; diet and nutrition to produce dishes and menu items that meet business and customer requirements	Demonstrate a range of advanced craft preparation and cooking skills and techniques to develop and produce quality dishes and menu items in line with business requirements					✓			✓													
	Understand, for each of the food groups below, the preparation, cooking and finishing methods used to produce advanced dishes. Preparation, cooking and finishing methods to include (as appropriate to each food group) construction, traditional, classical and modern skills and techniques, culinary science and contemporary styles, including the effects of preparation, cooking and finishing methods on the end product: - meat, poultry and game, including associated products such as terrines, pates and sausages - fish and shellfish dishes and products such as quenelles, mousselines and panadas - vegetables and vegetarian dishes, including vegetarian protein sources and specific dietary considerations and needs - dough and batter products, including fermented dough and batter products - paste and patisserie products - hot, cold and frozen desserts - biscuits, cakes and sponges	Demonstrate advanced skills and techniques in producing the following to dish and/or recipe specifications: - meat, poultry and game dishes - fish and shellfish dishes - vegetable and vegetarian dishes - dough and batter products - hot, cold and frozen desserts - biscuits, cakes and sponges - paste and patisserie products																					
	Identify how to maximise yield and quality, and minimise wastage of ingredients and other resources	Develop and use effective plans which reflect the most appropriate methods for maximising yield and minimising waste when producing quality dishes and menu items in line with business requirements																					
	Know how to produce dishes and menu items to standard whilst working in a challenging, timebound environment	Work methodically handling many tasks at once, directing others as appropriate, and ensuring they are completed at the right moment and to the required standard																					
<b>Food Safety</b>	Know the food safety practices and procedures to ensure the safe preparation and cooking of food	Prepare, cook and present food to agreed food safety practices and guidelines, ensuring a clean and hygienic kitchen environment is maintained at all times and food safety management procedures followed and recorded					✓			✓													
	Know what to look for in ingredients and how to handle and store them to maintain quality, in line with food safety legislation	Ensure ingredients are stored, prepared, cooked and presented to deliver a quality product that is safe for the consumer					✓			✓													
<b>People</b>	Know how to brief, coach and motivate others positively to deliver high quality dishes and menu items	Brief, coach and motivate others to produce high quality dishes and menu items which are delivered on time and to standard		✓									✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

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	Understand own role in building teams and interteam relationships, and how to influence behaviours of team members both back and front of house	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			✓	✓								✓	✓	✓	✓	✓	✓	✓	✓	✓
	Understand how to work with people from a wide range of backgrounds and cultures and recognise how local demographics may impact on the product range of the business	Use effective methods of communication and operate in a fair and empathic manner that achieves the desired result and demonstrates a flexible customer centric culture			✓	✓	✓							✓	✓							
	Understand the methods available and importance of training and development to maximise the performance of self and team	Actively develop own skills and knowledge, and those of the team, through training and experiences			✓									✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Business</b>	Identify how the business strategy, customer profile, culture and constraints influence the development of creative, profitable and competitive menus	Use techniques that help improve competitiveness, business performance, revenue, profit margins and customers' experience	A tailored Hospitality Induction series can cover this with specific and relevant information added in as appropriate	✓																		
	Understand the principles of profit and loss, and recognise how to support the overall financial performance of the business through operating efficiently to reduce wastage and deliver profit margins	Contribute to the costing of dishes, monitor the use of ingredients and other resources, yield, wastage and portion sizes to control costs		✓				✓														
	Understand the principles of supply chain management, sustainable procurement and working practices in the kitchen	Use sustainable working practices and encourage and support others to do the same																				
	Recognise and understand legislative responsibilities and the importance of protecting peoples' health, safety and security	Comply with legal requirements and inspire confidence by maintaining the safety and security at all times				✓	✓	✓	✓	✓	✓	✓		✓	✓							
	Know the principles of risk assessment and how to identify, plan for and minimise risks to the service and operation	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												✓	✓							