

# OCCUPATIONAL QUALIFICATION STANDARD

## Senior Chef, EstQF Level 5

An occupational standard is a document which describes the set of skills, knowledge and attitudes, i.e. competence requirements, needed to successfully accomplish duties. Occupational standards are used for compiling curricula and awarding qualifications.

Occupational title	Level of Estonian Qualifications Framework (EstQF)
Senior Chef, EstQF Level 5	5

Possible specialisation and titles on occupational certificate	
Specialisation	Title on occupational qualification certificate
Industrial kitchen work	Senior Chef, EstQF Level 5 Industrial kitchen work
Restaurant Kitchen Operations	Senior Chef, EstQF Level 5 Restaurant Kitchen Operations

## Part A DESCRIPTION OF WORK

<b>A.1 Description of work</b>
<p>Level 2 Kitchen Helper, Level 3 Cook, Level 4 Chef and Level 5 Senior Chef occupational standards have been designed within the profession of food preparation.</p> <p>A Senior Chef manages the production process in an establishment that offers catering. They plan and organise production, compile menus and develop products. A Senior Chef leads and instructs the team and transfers professional skills. A Senior Chef takes economy and profitability into account in their actions and is responsible for work organisation and the quality of the work of others. A Senior Chef prepares food using conventional, innovative and complex technologies based on the needs and wishes of the customers. A Senior Chef can specialise in commercial kitchen or restaurant work.</p>
<b>A.2 Tasks</b>
<p><b>A.2.1 Planning of work</b></p> <ol style="list-style-type: none"> <li>1. Fulfilling self-observation activities</li> <li>2. Preparation and maintenance of the workplace</li> <li>3. Planning of work</li> </ol> <p><b>A.2.2 Cleaning</b></p> <ol style="list-style-type: none"> <li>1. Planning of cleaning.</li> <li>2. Cleaning kitchen appliances and utensils</li> <li>3. Handling of garbage and other hazardous waste</li> <li>4. Washing up</li> <li>5. General maintenance of rooms</li> </ol> <p><b>A.2.3 Compiling a menu</b></p> <ol style="list-style-type: none"> <li>1. Planning of menus</li> <li>2. Planning the special meals menu</li> <li>3. Calculating nutritional value</li> <li>4. Calculating prices and raw materials</li> <li>5. Compiling technological charts</li> </ol>



## B.2 Competences

### MANDATORY COMPETENCES

<b>B.2.1 Planning of work</b>	<b>EstQF Level 5</b>
Performance indicators: 1. creates a self-observation plan, monitors its fulfilment and organises the management of the relevant documentation; 2. prepares their work space on the basis of their job tasks; keeps the work space clean on the basis of hygiene rules; plans the work space of the team in accordance with the technological scheme; 3. plans the allocation of the kitchen team's work based on the specific nature of the company; plans the work hours of the team and organises kitchen and service work rationally based on the company's workload.	
<b>B.2.2 Cleaning</b>	<b>EstQF Level 5</b>
Performance indicators: 1. sets up a cleaning plan and monitors its fulfilment; arranges daily cleaning of kitchen appliances and utensils based on the user manuals; 2. arranges for the maintenance of equipment based on the maintenance schedules; 3. arranges for the proper handling of waste; 4. arranges for the washing of dishes; 5. arranges for the cleaning of the kitchen, dining hall and other rooms in accordance with the cleaning plan.	
<b>B.2.3 Compiling a menu</b>	<b>EstQF Level 5</b>
Performance indicators: 1. compiles different types of menus (including menus for different national cuisines) and offers them in accordance with the principles of menu compilation, legislation and the specific nature of the company and taking into account the seasonality and origins of the raw materials and the requests and wishes of the customer; 2. compiles and adjusts the menu to suit kindergarten children, schoolchildren and the elderly in accordance with the law and on the basis of legal acts and taking into account the peculiarities of the ages of customers; compiles and adjusts the menu taking into account the most common food intolerances (including lactose and gluten intolerance) and food allergies; compiles a menu for vegetarians, including vegans; 3. calculates the nutritional composition and value of foods on the basis of recipes and using the chemical composition database for foods and provides an assessment considering the requirements of legal acts and nationally approved dietary and food recommendations; 4. performs primary product calculations and price estimates using the relevant software; calculates the need for raw materials; calculates the selling price of the food taking into account the company's sales margin; 5. develops technological charts and monitors compliance therewith.	
<b>B.2.4 Handling of goods</b>	<b>EstQF Level 5</b>
Performance indicators: 1. organises the receiving of goods in accordance with food hygiene requirements; checks the conformity of the quantity and quality with documentation, checks certificates and ensures the systematic preservation of documents; enters documentation for goods in the database; arranges and checks the daily monitoring of the quality and expiration dates of merchandise; ensures the quantity of goods needed for daily work in accordance with the speed of goods flow in the relevant company; formalises documents accompanying shipped or returned goods or packaging; 2. organises and monitors the handling of packaging and bottles in accordance with legislation; 3. organises stocktaking based on the company's internal procedure; analyses the results thereof; 4. manages information and selects suppliers taking into account the requirements set by the company.	
<b>B.2.5 Preparing foods</b>	<b>EstQF Level 5</b>
Performance indicators: 1. prepares foodstuffs using appropriate techniques, utensils and appliances; uses appropriate technological techniques in the preparation of foodstuffs; organises the preparation of foodstuffs and is responsible for the choice of appropriate preparation methods and for the preservation and sustainable use of foodstuffs; 2. prepares starters, main courses, desserts and pastries based on the technological chart, including using foodstuffs that require more sophisticated preparation and special technologies; prepares dishes and pastries using recipes	

from different national cuisines; organises the preparation of dishes and is responsible for the choice of appropriate technologies and for the preservation and sustainable use of foodstuffs;  
3. organises the preparation of dishes based on the technological chart.

<b>B.2.6 Service</b>	<b>EstQF Level 5</b>
<p>Performance indicators:</p> <ol style="list-style-type: none"> <li>1. establishes positive contact with the customer; determines the needs and wishes of the customer regarding food and service and advises the customer; resolves any problems related to customer service; gathers customer feedback about food and service, analyses and forwards it to the team; closes the service situation in a positive manner; compiles menu offers and quotes based on the customer's needs and wishes;</li> <li>2. works with the team to devise a table setting plan for the dining hall together with a design and service plan, taking into account the customer's wishes and the specific nature of the company; arranges for the serving of dishes based on the temperature, quantity and appearance specified in the technological chart;</li> <li>3. plans and organises the catering service taking into account the specific nature of the event and following food safety requirements.</li> </ol>	
<b>B.2.7 Designing food products and catering services</b>	<b>EstQF Level 5</b>
<p>Performance indicators:</p> <ol style="list-style-type: none"> <li>1. designs and creates the company's product offers taking into account the company's business idea, customers' wishes, trends in the field, new products, technologies and seasonality; designs a catering service involving the team and taking into account the target group and the specific nature of the company;</li> <li>2. develops food products using different technologies, appliances and utensils, taking into account the specific nature of the company, cost-effectiveness and the needs and wishes of the customer, including health-related needs (e.g. lactose/gluten intolerance or food allergies).</li> </ol>	
<b>B.2.8 Management</b>	<b>EstQF Level 5</b>
<p>Performance indicators:</p> <ol style="list-style-type: none"> <li>1. identifies the need of kitchen staff and recruits kitchen staff based on production needs; monitors the work of kitchen staff in accordance with job descriptions; plans the development of kitchen staff based on performance and development needs;</li> <li>2. prepares quotes and invoices taking into account the customer's order; compiles reports in accordance with the company's work organisation; monitors price changes in primary products and makes proposals to make changes to sales prices; analyses the company's cost-effectiveness;</li> <li>3. manages the work of kitchen staff and coordinates cooperation between structural units in accordance with the company's work organisation; gives feedback to kitchen staff on the basis of performance; monitors and checks the quality of work and plans improvement activities in accordance with the company's quality requirements; gives feedback to kitchen staff on the basis of performance; monitors and checks the quality of work and plans improvement activities in accordance with the company's quality requirements;</li> <li>4. supervises the daily work of kitchen staff in accordance with the technological process; provides kitchen staff with the information needed to perform their tasks;</li> <li>5. identifies any need for kitchen appliances, utensils and materials and makes proposals to upgrade kitchen appliances, taking into account the company's production process; arranges for the maintenance and repair of kitchen appliances and utensils based on the user manuals or maintenance contracts.</li> </ol>	

## RECURRING COMPETENCES

<b>B.2.9 Recurring competences of Senior Chef, Level 5</b>	<b>EstQF Level 5</b>
<p>Performance indicators:</p> <ol style="list-style-type: none"> <li>1. is guided in their work by ethical convictions, following good practice in a chef's field of work;</li> <li>2. adheres to schedules while also observing the occupational and fire safety requirements arising from the Food Act; is responsible for their own and their co-workers' safety; can cope in dangerous situations;</li> <li>3. takes hygiene into account, maintains the safety and quality of food;</li> <li>4. manages and participates in teamwork, is responsible for fulfilling duties;</li> <li>5. communicates with customers in accordance with good practice in customer service;</li> <li>6. uses resources for their intended purpose and in an environmentally friendly way;</li> </ol>	

7. is enterprising, adjusts to changes in their work, works effectively in stressful situations and keeps their emotions in check;
8. analyses feedback and makes appropriate decisions;
9. language skills: uses Estonian at the B2 level and one foreign language at the B1 level in their work (see Annex 1 Language skills level descriptions);
10. uses a computer at the required level in the base modules described on the ECDL certificate and standard module "Presentation" (see Annex 2 Computer skills);
11. understands cultural diversity and is tolerant of other cultures.
12. supervises the work of kitchen helpers, assistant chefs and apprentices in their field of work.

## Part C

### GENERAL INFORMATION AND ANNEXES

<b>C.1 Information concerning compilation and certification of occupational qualification standard and reference to classification of occupations</b>	
1. ID of occupational qualification standard in register of occupational qualifications	04-09112017-1.4/7k
2. Occupational qualification standard compiled by:	Indrek Kivisalu, Food Studio Rudolf Visnapuu, Eesti Peakokkade Ühendus Angelica Udeküll, Restoran Wicca Madis Põllu, Restoran Peppersack Kaire Raba, Baltic Restaurants Estonia AS Eero Kippa, Eesti Rahva Muuseum Sirje Rekkor, Tallinna Ülikool Eeve Kärblane, TTÜ Kuressaare kolledž Anne Mäe, Tallinna Teeninduskool Ülle Parbo, SA Innove Maret Öunpuu, Eesti Hotellide ja Restoranide Liit
3. Occupational qualification standard approved by:	Service
4. No. of decision of Sectoral Council	11
5. Date of decision of Sectoral Council	09.11.2017
6. Occupational qualification standard valid until	08.11.2022
7. Occupational qualification standard version no.	7
8. Reference to International Standard Classification of Occupations (ISCO 08)	3434 Chefs
9. Reference to European Qualifications Framework (EQF)	5
<b>C.2 Occupational title in foreign language</b>	
English:	Senior Chef, EstQF Level 5
<b>C.3 Annexes</b>	
Lisa 1 <a href="#">Language skills level descriptions</a>	
Lisa 2 <a href="#">Computer Skills</a>	