SCHOOL WORKFORCE DEVELOPMENT

Professional Standards

LACA

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SCHOOL WORKFORCE DEVELOPMENT

Professional Standards

A **"Recognition Scheme"** is now available for those using the **Professional Standards.** A certificate and a place on the LACA "Roll of Honour" recognising the commitment of those employers/ organisations/ schools/ individuals who sign up. So all you need to do is fill in the form and provide information telling us "why you are in".

Please SEND to:

LACA Administration
6 The Quad
Sovereign Way
Chester
CH1 4QP

or EMAIL it to: **admin@laca.co.uk**

The Roll of Honour will be on the LACA website.

There are so many dedicated and skilled staff in the schools, who should be recognised and valued for the contribution they are making to the health and well-being of pupils in our schools.

Workforce Development Standards

The UK's school food workforce is bigger than the Royal Navy, with more than 80,000 people involved in providing school meals for 4.8 million children a day. When the workforce standards were launched at LACA's Main Event in Birmingham, this workforce can now be considered to be a leader in public sector catering and the most professional in the catering industry as a whole. The changes of the school food industry will have ramifications for schools and children across the country.

The last few years have seen monumental change in the school food industry, including new nutritional standards and all infants in England receiving a free school meal (which is seeing over one million more fed a year), one aspect of these changes has been to the school food workforce. The industry has been professionalised to the highest standard, the image of a school 'dinner lady' serving portions of chips followed by chocolate custard are long gone. Caterers in the Education sphere are amongst the most professional and talented cooks in the industry, this is evidenced each year by the consistently high standards in LACA's School Chef of the Year Competition.

The School Catering Workforce Standards clearly define the professional requirements that underpin the delivery of quality school food and help to create a consistent standard for the industry. They say exactly what employers agree are the 'knowledge', 'skills' and 'behaviours' that an individual needs to achieve the best industry standard of performance in their job role. They are a way for all front and back of house catering staff to see how they are doing in relation to what they know can be achieved.

By supporting schools and catering providers to develop a committed and skills workforce, the Workforce Standards will help to engage and motivate employees, raise morale and improve the profile and image of the school food sector. They are purposefully designed to sit along, but not replace, in-house training, apprenticeships and qualifications.

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A professional standard for a midday supervisor

A midday supervisor is key to ensuring the pupils during a lunch service are in the right place at the right time, are fed in a friendly and safe environment and get the best out of their breaks. Midday supervisors are often engaged in a variety of roles within the school outside of the lunch break and can provide an excellent link between the catering team and wider school. In the dining room they ensure the friendly, effective and efficient service of lunch and outside of the dining area may control games areas, playgrounds or other activities. The midday supervisor may rotate around these different tasks over each lunch service, or on a daily or weekly basis. They provide the structure for the lunch break and food service and building a good rapport with the catering team, pupils and teaching staff is essential to a great operation. Usually employed directly by the school, the midday supervisor will bring the culture desired by the senior team into the dining room and can make the lunch experience enjoyable and structured, enabling play time, facilitating food service, and building social skills of the pupils.

The structure of the standard

The table included in this document contains a professional standard that employers have agreed is a professional level of competence for the role of a midday supervisor in a school catering operation.

The standard is presented in three parts covering:

PART 1 Knowledge (Know it!)

PART 2 Skills (Show it!)

PART 3 Behaviours (Live it!)

Element of the standard	**Knowledge** (Know it!)	**Skills** (Show it!)	**Behaviours** (Live it!)
Encourage behaviours and manage activities of pupils	Know how to lay out the dining area and equipment to make the best use of the space and run the best meal service	Work with the catering team to ensure the dining room is ready for the pupils when they arrive	Make the dining room attractive within the limits of the school and facilities
	Know the signs to look for in pupils to recognise when extra help may be required	Work with catering and school team members to identify pupils who may need extra help during the meal or during activities	Anticipate and respond to individual pupils, changing approach as required for each pupil, using the support of team members when needed
	Know safe and acceptable methods for controlling behaviour of pupils in line with school policies and procedures	Identify and reward good behaviour and address bad behaviour in accordance with the school's policies and procedures	Positively encourage good behaviours, provide a fair and tolerant midday service where pupils understand the rules and follow them
	Know how to engage pupils to promote and encourage good behaviour, inclusion and participation	Develop a good rapport with pupils at meal time and during activities to ensure all feel valued and included	See the dining experience through the eyes of the child and build a rapport with pupils so they trust and respect midday supervisors and the catering team
Safeguarding and Confidentiality	Know the types of sensitive data that may be required in the catering operation for pupils in the dining area and how this must be used and stored in adherence to data protection	Receive, store and use confidential data relating to pupils within own area of responsibility.	Take a proactive approach to safeguarding, ensuring effective on going communication with relevant parties to ensure the safety and welfare of pupils
	Know the organisation's safeguarding policy and procedures	Watch for indications of potential safeguarding issues and report immediately in line with organisational policies and procedures	
	Know what to look for to identify potential safeguarding situations		

Element of the standard	**Knowledge** (Know it!)	**Skills** (Show it!)	**Behaviours** (Live it!)
Nutrition and allergens	Understand what constitutes a healthy balanced meal in line with the food based standards and guidance and why these are important	Encourage pupils to choose and eat a balanced meal, explaining to them how and why different foods are good for them	Know what food is on offer, what it contains, manage pupils' choices to ensure they get a balanced meal and help pupils learn about why it is important
	Know common food allergens and how the school and school caterers manage them, including the role of the midday supervisor	Identify allergens in school food, communicate with school caterers and ensure pupils with allergies eat accordingly	
First aid	Know what to do if first aid or medical assistance is needed	Deal with medical incidents efficiently and considerately in line with policies and procedures	Show empathy when dealing with first aid issues
Health, safety and hygiene	Know how to work with the catering team organise the dining room service in the quickest and safest way	Guide the pupils through each stage of the meal service in a fast and safe way, assisting when needed	Work with pupils to give them a positive, efficient and safe meal service
	Know the requirements for daily health and safety checks of the dining area, equipment, heating and lighting	Check the dining area to make sure it is safe, dealing with any hazards that are found, encourage safe behaviour from pupils	Lead by example showing pupils how to be healthy and safe
	Identify the personal hygiene standards, food safety practices and procedures required and understand the importance of following them	Maintain a clean and hygienic dining room environment at all times, dealing with hazards as they occur and ensuring food safety procedures are followed at all times	Have high personal hygiene standards and demonstrate a clean work area ethic at all times
Teamwork and culture	Know and understand how to communicate with pupils, catering team members, school staff and other stakeholders	Use different types of communication depending on the situation and who you are communicating with to ensure the message is transmitted correctly	Tailor communication individually to each person, whether they are a pupil, team member or other stakeholder
	Understand the principles of team work and how own role fits into the catering and school team structures to achieve aims and objectives	Work consistently with catering team and school staff to ensure the whole school approach to school catering	Encourage good team work with colleagues, improving working relationships whenever possible and becoming the bridge between the school, pupils and catering teams
	Recognise where conflict exists and understand how it can be prevented and resolved	Identify conflicts and misunderstandings quickly and work on a solution that avoids disruption to the organisation	Be able to step back and consider where conflicts and misunderstandings have started and the best way to deal with them based on the people involved

A professional standard for a general kitchen/catering assistant

A general kitchen/catering assistant works as part of the kitchen team to help ensure the effective and efficient preparation of lunch in a school dining area. Duties may be varied and include setting up the dining area, basic food preparation and cooking, regeneration of cook-chill items, service of ready-to-eat meal deliveries, cash handling, customer service, cleaning and maintaining equipment and service items. Clean as you go and scheduled cleaning are vital to a safe operation and a general kitchen/catering assistant needs to make good use of available resources and reduce waste wherever possible. Correct completion of kitchen documentation is important to ensure legal requirements are satisfied. As part of the catering team, assistants must work to the standards contained in the client's / school's food policy to meet healthy eating and wellbeing requirements and provide pupils with a varied and tasty selection of food.

The structure of the standard

The table in this document contains the professional standard that employers have agreed for the role of a general kitchen/catering assistant in a school catering operation.

The standard is presented in three parts covering:

PART 1 Knowledge (Know it!)

PART 2 Skills (Show it!)

PART 3 Behaviours (Live it!)

Element of the standard	**Knowledge** (Know it!)	**Skills** (Show it!)	**Behaviours** (Live it!)
Food preparation and cooking	Know the basic food groups used in school catering environments and their common preparation methods: • Starchy foods (bread, rice, potatoes, pasta) • Milk and dairy • Fruits and vegetables • Protein (Meat, fish, eggs and beans) • Fat and sugar	Perform basic food preparation tasks as directed, following kitchen procedures and maintaining food safety and quality	Create food which tastes good and keeps the nutritional goodness by best use of tools and equipment
	Know how to store, prepare, regenerate, cook and serve ingredients to meet food safety and quality requirements in own organisation	Store, prepare, regenerate, cook and serve ingredients correctly to produce good quality, safe food within the organisation's procedures and operational style	Work safely, effectively and efficiently
	Understand how to store and use ingredients and resources effectively and efficiently, and the importance of and procedure for minimising and recording waste	Follow procedures regarding usage and waste of resources	Set an example to others by working in ways which minimise waste
Dining area	Know how to set up the dining area(s), including tables, chairs and service equipment safely and efficiently	Work with the midday supervisor to set up the dining area in line with requirements	Work with the midday supervisor to ensure the most appropriate and efficient set up and clearing of the dining area
	Know how to clear and close down the dining area and store of equipment such as tables, chairs and serving equipment	Clear and close down the dining area and store equipment in line with organisational requirements	
Customers and service	Know when food should be ready and how it should be served	Ensure food is ready at the right time and available for service	Take pride when presenting food for service and consider how it looks through the eyes of a child to ensure it is attractive and appealing
	Know the common requirements and requests in a school catering operation	Serve food and drink, listening carefully to pupils and responding to their needs	Make pupils and staff feel welcome, developing a rapport during food and drink service

Element of the standard	**Knowledge** (Know it!)	**Skills** (Show it!)	**Behaviours** (Live it!)
Nutrition, allergens and dietary needs	Know what makes up a healthy balanced meal in line with the food based standards and guidance, and how to ensure these are met and why this is important to pupils Know common food allergens and the organisation's procedures for identification, preparation and service of them, and the key legislation governing allergens Know common dietary requirements and how food is prepared to meet these	Follow instruction when preparing, cooking, regenerating and serving food to keep the nutritional goodness (e.g. by not adding salt, using healthier cooking methods) Identify allergens in preparation and cooking of food, ensure it is prepared, cooked and stored in line with legal and organisational procedures Ensure dietary requirements are met when preparing, cooking, regenerating and serving food	Look for ways to make food appetising and appealing, encourage pupils to experiment with familiar and new foods Take responsibility for allergens and dietary requirements in the school catering operation
Health, safety and hygiene	Know the food safety practices and procedures to ensure the safe preparation, cooking, holding and service of food in line with legal requirements Know what to look for in ingredients and how to handle and store them to maintain quality, in line with food safety legislation Know how to complete scheduled cleaning and kitchen checks, correct methods for cleaning and equipment breakdown and storage, complete kitchen records e.g. cleaning schedule, temperature checks, report defects and signs of pest infestation and take corrective actions as instructed Know how to identify hazards in work area, how they are reported and commonly rectified and where to go if further information or assistance is required	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 procedures are followed and recorded Ensure ingredients are stored, prepared, cooked and presented to deliver a quality product that is safe for the consumer Check work areas in line with organisational procedures, work safely and ensure all records, e.g. cleaning schedules, temperature checks, are completed accurately Regularly check work area to make sure it is safe, report hazards, rectify hazards where possible and follow safe systems of working	Put safety at the forefront of all work tasks, embrace a clean-as-you-go approach, be proactive when identifying potential hazards, maintaining records and reporting in a timely manner
Teamwork and culture	Understand own role within the team and why training and development is important to work at to the highest standards Know how to communicate with colleagues and team members from a diverse range of backgrounds and cultures, how to support team members when needed and how the team ensures the catering needs of the school are met Know how the catering operation supports the whole school operation, know key school staff and other stakeholders	Communicate with different people using a variety of methods in the best way for the situation, and take part in training and development activities to develop own skills Work effectively with team members and support them to ensure that food is prepared efficiently, to the required standard within designated timescales to quality standards Work with own team and school staff to provide a whole school approach to food as a vital element of school life, celebrating success and addressing challenges and delivering an excellent catering service	Take pride in own role through an enthusiastic and professional approach to tasks, welcome feedback and use it to plan ways of improving Respond positively to instruction and work to assist team members to complete tasks on time, listen and respect other peoples' point of view, respond politely and promote a fair, non-discriminatory and equal working environment Live the values of the school food plan to embrace a whole school approach to food
Safeguarding and confidentiality	Know the types of sensitive data that may be required in the catering operation for pupils in the dining area and how this must be used and stored in adherence to data protection Know what to look for to identify potential safeguarding situations Know the organisation's safeguarding policy and procedures	Receive, store and use confidential data relating to pupils within own area of responsibility Look out for potential safeguarding issues and report immediately in line with organisational policies and procedures	Take a proactive approach to safeguarding, ensuring effective on going communication with relevant parties to ensure the safety and welfare of pupils

A professional standard for an assistant cook

An assistant cook works as part of the kitchen team, usually in larger schools and provides support to the cook and / or head of kitchen with preparation, cooking and service, as well as wider kitchen duties. The assistant cook needs to have a wide range of knowledge and skills for food types, cooking methods and dish composition. In some kitchens, kitchen assistants may also take on some of the responsibilities of the assistant cook, and many core competencies, e.g. Food Safety, run parallel across the standards. Often larger operations will have more assistant cooks, who may also deputise for the school cook when necessary. Correct completion of kitchen documentation is important to ensure legal requirements are being satisfied. The catering team will work to set standards laid out in the client's / school's food policy to meet the healthy eating and wellbeing requirements.

The structure of the standard

The table in this document contains the professional standard that employers have agreed for the role of an assistant cook in a school catering operation.

The standard is presented in three parts covering:

PART 1 Knowledge (Know it!)

PART 2 Skills (Show it!)

PART 3 Behaviours (Live it!)

Element of the standard	**Knowledge** (Know it!)	**Skills** (Show it!)	**Behaviours** (Live it!)
Food preparation and cooking	Know the food groups used in school catering environments and their common preparation methods Food groups: Meat, fish, poultry, fruit and vegetables, bread, soups , sauces, rice pasta and pulses, cakes, biscuits and sponges Preparation and cooking methods: Preparation with a knife, mixing, combining ingredients, machine processing Boiling, poaching, baking, roasting, grilling, frying, steaming, simmering, combination cooking	Perform food preparation tasks as required, following kitchen procedures and maintaining food safety and quality Food groups: Meat, fish, poultry, fruit and vegetables, bread, soups, sauces, rice pasta and pulses, cakes, biscuits and sponges Preparation and cooking methods: Preparation with a knife, mixing, combining ingredients, machine processing Boiling, poaching, baking, roasting, grilling, frying, steaming, simmering, combination cooking	Create food which tastes good and keeps the nutritional goodness by best use of tools and equipment Prepare and present food in the most appealing and attractive way Instinctively work in a safe way
	Know the importance of checking the quantity and quality of ingredients for dishes	Ensure ingredients and commodities are of the required quality and quantity	
	Know menu and dish specifications	Use menu and dish specifications to prepare dishes to meet organisational standards	
	Know how to maximise quality when cooking and packaging food for transportation	Maximise quality of food when cooking and packaging for transportation	
	Know what makes up a healthy balanced meal in line with the food based standards and guidance, and how to ensure these are met and why this is important to pupils	Prepare, cook, regenerate and serve food to keep the nutritional goodness (e.g. by not adding salt, using healthier cooking methods)	Prepare and serve a mix of familiar and new foods and encourage children to experiment

Element of the standard	**Knowledge** (Know it!)	**Skills** (Show it!)	**Behaviours** (Live it!)
Customers and service	Know why it is important to talk to your customers, including staff and pupils	Engage positively with pupils and staff when serving food	Actively seek to engage positively with pupils, school staff and parents whenever possible
	Know how to present dishes for service in line with organisation's standards and requirements	Present dishes for service to organisational standard	See the dining experience through the eyes of a child and use this perspective to make food appealing and appetising
	Know when food should be ready and how it should be served	Serve food in line with organisational procedures, providing customers with information and assistance as required	Serve in a friendly and efficient manner
Nutrition, allergens and dietary needs	Know common food allergens and the organisation's procedures for identification, preparation and service of them, and where to obtain allergy and dietary information for dishes and for customers	Ensure allergens are clearly identified during production of food, identify which customers have dietary requirements and adapt dishes accordingly to meet them	Take responsibility for allergens in the workplace and provide a discreet alternative to those with allergies or other dietary requirements
	Know common dietary and religious requirements	Adapt recipes to meet dietary and religious needs	
	Know how to adapt recipes to meet local needs	Adapt recipes to meet local needs and preferences, e.g. volume, school standards	
Health, safety and hygiene	Know the food safety practices and procedures to ensure the safe preparation, cooking, holding and service of food in line with legal requirements	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 are followed and recorded	Put safety at the forefront of all work tasks, embrace a clean-as-you-go approach, be proactive when identifying potential hazards, maintaining records and reporting in a timely manner Be vigilant and aware of potential risks within the kitchen environment and take action to prevent them

Element of the standard	**Knowledge** (Know it!)	**Skills** (Show it!)	**Behaviours** (Live it!)
Health, safety and hygiene (continued)	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	
	Know how to complete scheduled cleaning and kitchen checks, complete kitchen records e.g. cleaning schedule, temperature checks, report defects and signs of pest infestation and take corrective actions as instructed	Check work areas in line with organisational procedures, work safely and ensure all records, e.g. cleaning schedules, temperature checks, are completed accurately	
	Know how to identify hazards in work area, how to record and address them and the potential consequences of those risks and where to go if further information is required	Inspect work area, undertake all tasks with due care and attention, reporting risks in the appropriate manner, rectify hazards where possible and follow safe systems of working	
Teamwork and culture	Understand own role within the team and the importance of training and development to maximise own performance	Communicate with different people using different methods in the best way for the situation, develop own skills and knowledge through training and experiences	Take pride in own role through an enthusiastic and professional approach to tasks, welcome feedback and use it to plan ways of improving, recognise own personal growth and achievement
	Know how to communicate with and instruct colleagues and team members from a diverse range of backgrounds and cultures, how to support team members when needed and how the team ensures the catering needs of the school are met	Work efficiently with team members, giving clear instructions and support them to ensure that food is prepared to the required standard within designated timescales to quality standards	Demonstrate positive behaviours to team members to complete tasks on time, listen and respect other peoples' point of view, respond politely and promote a fair, non-discriminatory and equal working environment

Element of the standard	**Knowledge** (Know it!)	**Skills** (Show it!)	**Behaviours** (Live it!)
Teamwork and culture (continued)	Know the roles, duties and responsibilities of a school cook / head of kitchen	Deputise for the school cook / head of kitchen during absence	Be proactive in learning the roles, duties and responsibilities of a school cook / head of kitchen
	Know how the catering operation supports the whole school operation, know key school staff and other stakeholders	Work with own team and school staff to provide a whole school approach to food as a vital element of school life, celebrating success and addressing challenges to deliver an excellent catering service	Live the values of the school food plan to embrace a whole school approach to food
Stock, orders and costing	Understand the basic costing and yield of dishes and effective stock control	Follow instruction to meet targets and effectively controlling ingredients and resources	Be financially aware in approach to all aspects of work
	Understand the principles of ordering, delivery, storage, stock rotation and waste management	Follow procedures regarding ordering, storage, rotation, usage and waste of ingredients and resources	Set an example to others by working in ways which minimise waste of ingredients and resources
Safeguarding and confidentiality	Know the types of sensitive data that may be required in the catering operation for pupils in the dining area and how this must be used and stored in adherence to data protection	Receive, store and use confidential data relating to pupils within own area of responsibility	Take a proactive approach to safeguarding, ensuring effective on going communication with relevant parties
	Know the school's safeguarding policies and procedures, how to identify and report potential safeguarding concerns	Look out for potential safeguarding issues and report immediately in line with organisational policies and procedures	

A professional standard for a cook

A cook works with the head of kitchen and kitchen team to prepare, cook and serve meals, snacks and other requirements. They provide support to the head of kitchen and bring the plans and recipes to fruition. The cook ensures the kitchen team work to the head of kitchen's specification to deliver the quality and content required to satisfy the customer and governance requirements. In a larger operation school cooks may be supported by either assistant cooks, catering/ kitchen assistants or a combination of both. The core preparation and cooking competencies remain the same, but more responsibility will be given for training, stock and ordering, depending on the organisation. Although focussing on a school environment the knowledge, skills and behaviours will match closely with a cook in other industry sectors.

The structure of the standard

The table included in this document contains a professional standard that employers have agreed is a professional level of competence for the role of a cook in a school catering operation.

The standard is presented in three parts covering:

PART 1 Knowledge (Know it!)

PART 2 Skills (Show it!)

PART 3 Behaviours (Live it!)

Element of the standard	**Knowledge** (Know it!)	**Skills** (Show it!)	**Behaviours** (Live it!)
Food preparation and cooking	Know the food groups used in school catering environments and their common preparation methods Food groups: Meat, fish, poultry, fruit and vegetables, bread, soups, sauces, rice pasta and pulses, cakes, biscuits and sponges Preparation and cooking methods: Preparation with a knife, mixing, combining ingredients, machine processing Boiling, poaching, baking, roasting, grilling, frying, steaming, simmering, combination cooking	Perform food preparation tasks as required, following kitchen procedures and maintaining food safety and quality Food groups: Meat, fish, poultry, fruit and vegetables, bread, soups, sauces, rice pasta and pulses, cakes, biscuits and sponges Preparation and cooking methods: Preparation with a knife, mixing, combining ingredients, machine processing Boiling, poaching, baking, roasting, grilling, frying, steaming, simmering, combination cooking	Create food which tastes good and keeps the nutritional goodness by best use of tools and equipment Instinctively work in a safe way Promote healthier ways of food preparation and production
	Know the importance of checking the quantity and quality of ingredients for dishes	Ensure ingredients and commodities are of the required quality and quantity	
	Know what constitutes a healthy balanced meal in line with the food based standards and guidance, how to ensure the kitchen team meet these and why this is important to pupils	Ensure team prepare, cook, regenerate and serve food to keep the nutritional goodness (e.g. by not adding salt, using healthier cooking methods)	Prepare and serve a mix of familiar and new foods and encourage pupils to experiment
	Know how to adapt, scale and follow menu / dish specifications and food standards and when suitable alternatives, such as special menus can be used to enhance the whole school approach	Use menu / dish specifications and food standards to prepare the correct volume of food with adaptations as required by the consumers. Prepare, cook and serve high quality food on time and to budget	Energise kitchen team to produce high quality food on time, look for opportunities to get pupils excited about food, such as themed menus during sporting events

Element of the standard	**Knowledge** (Know it!)	**Skills** (Show it!)	**Behaviours** (Live it!)
Customers and service	Know why it is important to talk to your customers, including staff and pupils Know how to present dishes for service in line with organisation's standards and requirements Know the service style and operation in organisation	Engage with customers when serving food Present dishes for service to organisational standard Serve food in line with organisational procedures, providing customers with information and assistance as required	Listen to school and pupil voice through opportunities such as school councils or School Nutrition Action Groups (SNAG) Take pride in dish presentation and see the dining experience through the eyes of a child to make sure food is appealing, appetising and tastes good Serve in an friendly and efficient manner
Nutrition, allergens and dietary needs	Know common food allergens and organisation's procedures for identification, preparation and service of them, including where to obtain allergy and dietary information for dishes and for customers Know common dietary and religious requirements Know how to adapt recipes to meet local needs	Ensure allergens are clearly identified during production, identify which customers have dietary requirements and how to meet them Adapt recipes to meet dietary and religious needs Adapt recipes to meet local needs and preferences, e.g. volume, school standards	Take responsibility for allergens in the workplace and provide a discreet alternative to those with allergies or other dietary requirements Bring new ideas for techniques, ingredients and dishes to the attention of the head of kitchen Take accountability for dish composition and identification of allergens or special dietary needs
Health, safety and hygiene	Know the food safety practices and procedures to ensure the safe preparation, cooking, holding and service of food in line with HACCP and other legislative requirements Know what to look for in ingredients and how to handle and store them to maintain quality, in line with food safety legislation Know how to complete scheduled cleaning and inspection tasks, monitor building for defects and signs of pest infestation and corrective actions to take when issues are identified	Prepare, cook and present food to agreed food safety practices, legislation and guidelines, ensuring a clean and hygienic kitchen environment is maintained at all times and food safety management procedures followed / recorded Ensure ingredients are stored, prepared, cooked and presented to deliver a quality product that is safe for the consumer Complete checks on work areas in line with organisational procedures, ensure team members work safely and ensure all documentation is completed accurately	Put safety first and proactively manage the day to day health and safety requirements of the kitchen Encourage team members in a culture of compliance and safe working

Element of the standard	**Knowledge** (Know it!)	**Skills** (Show it!)	**Behaviours** (Live it!)
Health, safety and hygiene (continued)	Know how to identify hazards in work area, how these are commonly rectified and where to go if further information is required	Complete inspections of work area, contributing to risk assessments and implementing safe systems of working	
Teamwork, culture and leadership	Understand how personal and team performance impacts on the successful production of dishes and menu items and the importance of training and development to maximise own performance	Work effectively, leading teams to ensure dishes produced are of high quality, delivered on time and to the standard required, develop own skills and knowledge through training and experiences	Take pride in own role through an enthusiastic and professional approach to tasks, recognise own personal growth and achievement
	Know how to communicate with, motivate and instruct colleagues and team members from a diverse range of backgrounds and cultures, how to support team members when needed and how the team ensures the catering needs of the school are met	Work efficiently with team members, giving clear instructions and support them to ensure that food is prepared to the required standard within designated timescales to quality standards	Demonstrate positive behaviours to team members to complete tasks on time, listen and respect other peoples' point of view, respond politely and promote a fair, non-discriminatory and equal working environment
	Know the procedures for reviewing the performance of staff and the benefit of, and how to access staff training and development opportunities	Give feedback to team members, through performance reviews if appropriate, in line with business requirements, act upon training needs of team members	Use feedback as an opportunity to improve performance of team and individuals, take an active interest in the development of team members
	Know how own role within school catering can positively impact on the whole school approach and why this is important to the success and achievement of the school and its pupils	Work to have a positive impact a whole school approach, developing a culture that looks outside of the kitchen to ensure a joined up school catering operation meets the needs of the school	Look for opportunities to engage with key members of own and other teams to promote whole school approach through a positive culture in the catering operation

Element of the standard	**Knowledge** (Know it!)	**Skills** (Show it!)	**Behaviours** (Live it!)
Stock, orders, costing and finance	Know how to compile an order based on current stock levels and planned menus	Complete orders for ingredients, commodities and disposable items	Make best use of stock ensuring team follow procedures to minimise waste
	Know the procedures for stock receipt, storage and control in own organisation	Receive, check and store deliveries in an efficient manner following organisational policy	Take responsibility for the quality and safety of ingredients and resources
	Know costs of ingredients and commodities and why they must be controlled	Use ingredients and resources in line with specifications and costings	Be financially aware of the cost of ingredients, resources and wastage
	Know why wastage must be minimised and how ways of working and effective stock control can achieve this	Work in a way that minimises wastage of ingredients and resources	
Safeguarding and confidentiality	Know the types of sensitive data that may be required in the catering operation for pupils in the dining area and how this must be used and stored in adherence to data protection	Receive, store and use confidential data relating to pupils within own area of responsibility	Take a proactive approach to safeguarding, ensuring effective on going communication with relevant parties
	Know the school's safeguarding policies and procedures, how to identify and report potential safeguarding concerns	Look out for potential safeguarding issues and report immediately in line with organisational policies and procedures	

A professional standard for a head of kitchen

Head of kitchen is a collective name for a range of job titles, for individuals that manage the efficient and effective running of a school catering operation to deliver a quality food service in education. Depending on the organisation, examples of these could include catering manager, chef manager, caterer, head chef or catering supervisor all of which relate to similar job roles in the wider catering industry. Running a team of cooks and kitchen / catering assistants, the manager needs to adhere to legislation and organisational guidelines, policies and procedures as well as client specifications and budgets. Meeting Ofsted inspection requirements is also key to the role requiring these managers to work closely with the school leadership team to ensure a whole school approach. Nutrition, portion control and quality are all essential to achieve an effective food production operation and subsequently happy customers. The role may involve running an operation with prescribed menus, or could include the responsibility for menu design. This standard has been developed as part of the School Food Plan, the details of which the head of kitchen should be familiar with. The head of kitchen must also be aware of the requirements of the food based standards and guidance and other relevant legislation and guidance specific to school catering.

The structure of the standard

The table in this document contains the professional standard that employers have agreed for the role of a head of kitchen in a school catering operation.

The standard is presented in three parts covering:

PART 1 Knowledge (Know it!)

PART 2 Skills (Show it!)

PART 3 Behaviours (Live it!)

Element of the standard	**Knowledge** (Know it!)	**Skills** (Show it!)	**Behaviours** (Live it!)
Food preparation and cooking	Know skills and techniques for preparing high quality, nutritionally sound food in a school environment	Ensure food produced is of high quality, appealing and maximises nutritional content	Take pride in food preparation, cooking and service; where appropriate experiment with new techniques and ingredients and encourage the team to do so too
	Know the organisation's recipe and menu specifications	Ensure the team follow recipe and menu briefs / specifications to produce consistent, quality dishes	
	Know when menus can be altered, adapted or developed to meet school and pupil needs, and for special events (in line with organisational / school requirements)	Adapt standard menus to meet local needs and volumes, and develop menus to cater for specific events when requested	Be creative and engage with other stakeholders to provide ideas for special events
	Know where to find information on new ideas and trends in food and drink service, and ways to develop and cost both menus and dishes to incorporate them	Plan and produce appealing menus and dishes which are positively received by pupils, give parents and carers confidence that school meals are of a high quality, ensuring they meet the food based standards and guidance *Where applicable to the organisation	Use creativity and embrace diversity and the latest trends when planning and producing menus and dishes *Where applicable to the organisation
	Understand the importance of providing and maintaining standards in a school catering operation	Produce clear standards and methods for team members to follow when preparing dishes	Proactively communicate with team to ensure understanding of menus, dishes and recipes
Service area	Know the importance of maintaining different service areas for the provision of food and drinks	Present products and services to the highest standard	Demonstrate and lead high standards in all areas of the school catering operation
	Know how to prepare and display food and beverages to maximise sales and maintain the quality of products during its shelf life in line with the organisation's requirements / policy	Store, prepare, package, transport and display food safely to maintain quality	

Element of the standard	**Knowledge** (Know it!)	**Skills** (Show it!)	**Behaviours** (Live it!)
Service area (continued)	Know the legislative requirements for the storage, sale and transportation of food and beverages	Work within the legal framework for food and beverage preparation, storage, transport and service	Demonstrate safe and legal working practices at all times
	Understand the principles of merchandising and how to present available food and beverages and service information that is appealing to pupils	Merchandise and display available food and beverages and service information effectively to pupils	Be creative and promote a pupil centred display to engage and excite
Customers and service	Know the customers of the school catering operation (e.g. pupils, parents and the school), know how to market the service and why it is important to engage with stakeholders and help develop the school's food policy	Engage with pupils, parents and the school regularly, including when introducing menus and dishes and encourage school staff to eat in the dining area	Use proven and new methods to engage with stakeholders, and see the dining experience through the eyes of a child, for example taster sessions, parents evenings, school council or school nutrition action groups (SNAGs)
	Understand why having food and beverages ready in good time to the required standard is critical to a positive meal experience for pupils	Ensure catering team work together to produce high quality food and beverage on time and of good quality that is appealing and satisfies pupils and encourages meal take up	Look for ways to improve service from pupils', school's and catering operation's view point
	Know why it is important to talk to stakeholders about the school catering operation and the most appropriate methods to use for each e.g. pupil, parent, school, suppliers	Contribute to school catering education through local and national initiatives, e.g. school vegetable garden / growing schemes, providing demonstrations / recipes	Look to find new opportunities in line with the whole school approach, such as vegetable gardens, classroom interactivity or cooking lessons
	Know the requirements of the contract or service level agreement with the school, including meal number targets, and how the catering operation must meet these	Manage contract and / or service level agreements with school, communicating regularly with appropriate stakeholders on performance	Be accountable for meeting and exceeding contractual obligations whilst improving standards and meal take up
Nutrition, allergens and dietary needs	Know how to prepare a menu containing healthy balanced meals in line with the food based standards and guidance, how to ensure the kitchen team meet these and why this is important to pupils	Manage team to prepare, cook, regenerate and serve food to keep the nutritional goodness (e.g. no added salt, healthier cooking methods)	Prepare and serve a mix of familiar and new foods and encourage pupils to experiment, being aware of individuals with allergies
	Know legislative responsibilities for the management of allergens and identification of pupils at risk in the school catering environment	Ensure compliance with allergenic regulations by managing the implementation of, training staff on, regular monitoring and review of an allergen management system	Have a forward thinking approach to managing allergens, seeking suitable alternatives and ensuring legal compliance
	Know how to identify and what to do to adapt menus to meet dietary, religious and other requirements	Adapt menus and recipes to meet the needs of dietary, religious or other needs in line with relevant school requirements, food based standards and organisation's procedures	Create appealing meals which meet pupils' needs without drawing attention to them

Element of the standard	**Knowledge** (Know it!)	**Skills** (Show it!)	**Behaviours** (Live it!)
Health, safety and hygiene	Understand how to manage food safety systems in line with current legislative requirements and identify, prioritise, schedule and implement monitoring, training, maintenance or repair work in ways which minimise disruption to customers	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 / recorded to adhere to legislation. Ensure staff are fully trained and follow the food safety management system	Lead the team with passion, instilling a sense of pride to ensure a consistently high quality and efficient, safe food production operation
	Know what to look for in ingredients and resources and how to handle and store them to maintain quality, in line with food safety legislation	Ensure ingredients and resources are stored, prepared, cooked and presented to deliver a quality product that is safe for the consumer	Take responsible decisions that support high standards of food safety practices Use a considered approach to managing ingredients to maintain their quality and safety
	Know how to, and the importance of, risk assessment, and what the health and safety requirements responsibilities and accountabilities are for the role and working environment	Conduct risk assessment, ensure team members follow health and safety procedures, deal with health and safety incidents promptly, recording and reporting all information required	Create a culture of compliance and safe working
Teamwork, culture and leadership	Understand the key legislative requirements and initiatives driving operations, standards and quality in school catering, e.g. food based standards and guidelines, school food plan and how these can best integrate to own organisation	Embed the requirements and ethos of the legislation and guidance into the objectives of the catering team, leading and motivating them to work to a whole school approach	Encourage team members to see the importance of their role within the whole school approach and realise their individual potential
	Understand the principles of team work and managing the engagement and motivation of teams to achieve the objectives of the school catering operation	Build and maintain a team in an environment that encourages and facilitates effective working to achieve aims and objectives. Provide support, coaching and mentoring as appropriate to maximise understanding and performance of team members	Support team members and encourage them to take a pride in their role through demonstrating a consistently positive and professional approach
	Know the importance of continual professional development and where to source opportunities	Use structure of informal performance reviews to regularly plan self-development in line with personal objectives	Take ownership of self-development and complete development activities that provide personal results and will support the organisation
	Understand the organisation's human resource policies and procedures– e.g. managing recruitment, induction, team development, training and succession planning	Assist in the recruitment and induction process and, if applicable in organisation, follow performance management systems. Plan staff training and development.	Continually develop team members to improve knowledge, skills and behaviour in line with their personal and organisational objectives
		Conduct regular performance reviews and agree development plans to support the development of teams and individuals	Use a customer centred approach to performance management of staff and address poor performance professionally and promptly
	Understand the team's role in the school and how its contribution to the school's food policy contributes to high quality delivery and uptake of school meals	Communicate and work effectively with school leadership, and engage with the development and ongoing management of the school's food policy	Be proactive and innovative when contributing to the school's food policy

Element of the standard	**Knowledge** (Know it!)	**Skills** (Show it!)	**Behaviours** (Live it!)
Teamwork, culture and leadership (continued)	Understand the school's role within the wider catering and hospitality industry, how to keep up to date with latest trends, standards and technology and the potential impact on own organisation	Regularly review the school's operation in light of industry trends and changes, looking for opportunities to develop links with external organisations to improve the school catering operation	Take opportunities to attend trade shows, competitions, visit other catering operations and networking events
Stock, orders, costing and finance	Know the organisation's policies and procedures for sourcing food, beverages, disposables and cleaning supplies	Source food, beverages, disposables and cleaning supplies in a cost effective way from approved suppliers ensuring quality and service from supplier	Work in a cost centred way to ensure ingredients and supplies are of the correct quality for the best price
	Know the importance of working within budget when ordering	Manage stock from ordering to use / consumption ensuring proper rotation and use and minimising wastage	Instil a stock and resource aware culture to the kitchen
	Know the principles of effective stock control and how they work in own organisation	Complete stock control procedures as required by organisation	Be creative and use positive negotiations to source a range of ingredients at the best financial advantage
	Know the financial procedures for income and expenditure in the organisation	Process and record income as required, whether through invoicing, tills, cashless systems or internal charging. Manage expenditure to ensure cost efficiency and ensure that all relevant documentation is kept	Be financially astute and accountable in work activities, visibly discourage waste and act credibly on matters that affect business finance, take responsibility for income and expenditure
Technology	Understand how technology is used by the business to support the delivery of products and services	Use technology provided to provide an efficient food production operation and maintain records	Champion the use of new technology to benefit individuals and the organisation
	Know the types of sensitive data required for children in the dining area, for example: children's personal details or medication	Receive, store and use confidential data relating to children within own area of responsibility	Take a proactive approach to safeguarding, ensuring effective on going communication with relevant parties
Safeguarding and confidentiality	Know the school's safeguarding policies and procedures, how to identify and report potential safeguarding concerns	Look out for potential safeguarding issues and report immediately in line with organisational policies and procedures	

SCHOOL WORKFORCE DEVELOPMENT
Professional Standards

Organisation/School Contact form

Please complete this form and send to: LACA Administration, 6 The Quad, Sovereign Way, Chester, CH1 4QP
or email it to: admin@laca.co.uk

1. What is the profile of the school (Size, Type, location)

2. Please provide a brief overview of the catering provision including details of type of provision - LA, contract, in-house; number of staff involved in delivering school food (catering team, midday support staff; % take up of school meals; Catering Mark .

3. Which Professional Standards will the school be using? (TICK ALL THAT APPLY)
   - ☐ Head of kitchen (Catering Manager / Head Chef)
   - ☐ School Cook
   - ☐ Assistant Cook
   - ☐ General Kitchen / Catering Assistant
   - ☐ Midday Supervisor

4. How will you be using the Professional Standards? (e.g. training & development, recognising & rewarding staff, recruitment & selection, consistency of standards across the team)

5. What are your objectives for using the Professional Standards?

6. How will you measure success?

7. What are your timescales?

8. Who is driving this work? (include job role and who are they responsible for)

9. Who will be delivering the work? (include job role and who are they responsible for)

10. Please add any further comments?

SCHOOL WORKFORCE DEVELOPMENT

Professional Standards

For more information...

...about **Professional Standards** or the **Recognition Scheme**, please visit the LACA website

www.LACA.co.uk t. 0333 005 0226

e. admin@laca.co.uk or annebull14@gmail.com

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