

The cream of culinary training

New Zealand Apprenticeship in Cookery

What makes this so special? This is an elite cookery programme where trainee chefs become qualified experts by training on-the-job – developing their culinary skills and knowledge, and continually creating, refining and perfecting their art to the highest standard. It's the way many of the world's best chefs make their mark, because you can't beat the true learning experience of creating great food in a high pressure commercial kitchen for real, paying customers.

It is designed by industry to give talented young chefs the right knowledge and expertise they need in commercial kitchens in restaurants and hotels.

The New Zealand Apprenticeship in Cookery is the only qualification programme of its kind in the country.

It is easily delivered to your staff, on-job, and at a pace that works for your business – the perfect recipe for smart employers who want the benefit of smart people who can rise to the top.

Benefits for your business

Upskilling your staff with this apprenticeship helps you:

- ▶ meet your customers' expectations for excellent food and service
- ▶ maintain high standards
- ▶ attract positive reviews and more customers
- ▶ cut training costs by upskilling your people in your workplace
- ▶ increase productivity
- ▶ strengthen your business
- ▶ boost morale and loyalty with nationally recognised qualifications
- ▶ retain skilled employees and reduce costs associated with high staff turnover.



Benefits for your employees

Upskilling your staff with this apprenticeship helps them:

- ▶ gain the vital skills, knowledge, expertise and confidence for culinary excellence
- ▶ learn while they earn
- ▶ take on more responsibility in the workplace
- ▶ increase their job satisfaction
- ▶ gain recognition and the nationally recognised qualification, New Zealand Certificate in Cookery.

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Programme Snapshot

With a New Zealand Apprenticeship in Cookery, your talented staff will gain the professional skills, knowledge and confidence they need to impress customers in a top quality hotel or restaurant. They'll learn how to cook classic and highly complex dishes to perfection and plate them in style. From delicious amuse-bouche, breads, entrees, mains and sides to delicate desserts, cakes, and pastries.

They'll also learn, and be assessed by industry, for their commercial competence – the vital ingredient they need to work effectively in a commercial kitchen.

How the programme works

The programme involves training on-job.

Your chef or supervisor trains your apprentice on-job and measures how well they are learning what they need to know. It's a time proven method that allows your apprentice to master new skills by applying them continually as they work.

A training plan outlines the skills your apprentice needs to learn, and when they need to learn them by. There is also a comprehensive series of cookery learning material to help them master the theory and new ways of doing things.

Your apprentice and chef, or supervisor, are supported by a ServiceIQ Assessor who monitors the training and progress, and carries out practical assessments of your apprentice's skills in your workplace. Or you have the option to upskill your apprentice by training one of your team to be your own in-house assessor.

Strong support all the way

Your ServiceIQ Sector Advisor signs your apprentice on and mentors their progress throughout the programme. It includes quarterly visits with you and your apprentice to discuss their progress, set goals, and complete assessments.

Many modules can be self-taught using the supplied resources and computer-based learning.



Commercial Competence Assessment

The difference between being a great cook and a great chef running a successful restaurant kitchen is the ability to think on your feet, improvise and expertly plate a wide array of top quality dishes on time, regardless of pressure. To make sure your apprentice has that kind of savvy, their commercial competence will be assessed in the middle and at the end of the programme.

How long is the programme?

Apprentices are encouraged to work at their own pace, around you and your business. The completion time is 30-36 months.

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Programme Structure

YEAR 1

Module 1 – Introduction

- ▶ Practice food safety methods in a food business under supervision.
- ▶ Apply health, safety and security practices to serve delivery operations.
- ▶ Interact with other staff, managers and customers to provide service delivery outcomes.
- ▶ Apply standard operating procedures and the code of conduct to a work role in a service delivery organisation.

Module 2 – Stocks, Sauces and Soups

- ▶ Prepare and cook basic stocks, sauces and soups in a commercial kitchen.
- ▶ Prepare and cook complex soups in a commercial kitchen.
- ▶ Prepare and cook complex sauces in a commercial kitchen.

Module 3 – Larder

- ▶ Prepare and present cold larder products in a commercial kitchen.
- ▶ Prepare and present cold cocktail food in a commercial kitchen.
- ▶ Prepare and cook hot cocktail food in a commercial kitchen.
- ▶ Prepare and finish marinades, dressings, cold sauces, and dips in a commercial kitchen.



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Programme Structure

YEAR 2

Module 4 – Eggs and Vegetables

- ▶ Prepare and cook basic vegetable dishes in a commercial kitchen.
- ▶ Prepare and cook egg dishes in a commercial kitchen.
- ▶ Prepare and cook rice and farinaceous dishes in a commercial kitchen.
- ▶ Prepare and cook basic pasta dishes in a commercial kitchen.
- ▶ Prepare and cook complex pasta dishes in a commercial kitchen.

Module 5 – Meat and Poultry

- ▶ Prepare and cook basic meat dishes in a commercial kitchen.
- ▶ Prepare and cook complex meat dishes in a commercial kitchen.
- ▶ Prepare and cook complex poultry dishes in a commercial kitchen.
- ▶ **Commercial Competence Assessment 1.**

Module 6 – Supervisory

- ▶ Monitor and maintain health, safety and security practices for a service delivery organisation.
- ▶ Monitor and maintain staff performance and interactions with customers to meet service delivery outcomes.
- ▶ Monitor and maintain the application of standard operating procedures to work roles in a food related business.
- ▶ Demonstrate knowledge of basic nutrition in commercial catering.

YEAR 3

Module 7 – Fish and Seafood

- ▶ Prepare and cook basic fish dishes in a commercial kitchen.
- ▶ Prepare and cook complex fish dishes in a commercial kitchen.
- ▶ Prepare and cook seafood dishes in a commercial kitchen.

Module 8 – Pastry and Desserts

- ▶ Prepare and produce basic hot and cold dessert items in a commercial kitchen.
- ▶ Prepare and bake dough products in a commercial kitchen.
- ▶ Prepare and bake complex dough products in a commercial kitchen.
- ▶ Prepare and produce complex hot and cold desserts in a commercial kitchen.
- ▶ Prepare and cook complex pastry dishes in a commercial kitchen.
- ▶ Prepare and bake complex cakes and sponges in a commercial kitchen.
- ▶ **Commercial Competence Assessment 2.**



Sure to rise: culinary star in her greatest job yet

Landing a role as Sous Chef at Josh Emmett's acclaimed Madame Woo restaurant in Auckland is the latest step up in an exciting tour of work that has taken Tamara Johnson, ServiselQ Apprentice Chef of the Year 2013, all the way from St Heliers Bay Café & Bistro, to Florida's Hyatt Regency Hotel, and Food Co-ordinator on popular TV shows 'My Kitchen Rules' and 'Masterchef'.

"Each job has had exciting aspects such as good pay, cooking for famous people and working with colleagues that are almost as passionate for food as I am," says Tamara. "But my current job is the most exciting since graduating from my ServiselQ Cooking Apprenticeship (in 2013)."

The ambitious young chef's career is taking shape thanks to the superior skills and expertise she gained on-the-job at the start of her great adventure.

"It has given me an advantage over someone who has walked fresh out of a cooking school. I would say that a chef is more likely to hire you based on your experience level in the kitchen over years in a classroom," she says.



How to apply

Contact the ServiselQ team on 0800 863 693 or email intel@ServiselQ.org.nz

Why ServiselQ / Te Pūkenga?

ServiselQ is part of Te Pūkenga – New Zealand Institute of Skills and Technology. We are your industry-endorsed training partner and are committed to helping you build a successful business through world-class customer service. We are the workplace training specialist for service sector employers in aviation, hospitality, retail, travel, tourism, and museums. We help our customers succeed by growing their talent.

More

This essential skills programme is just one of many that will benefit your business and employees. Talk to your expert ServiselQ Sector Advisor for no obligation advice and programmes to fit your needs.



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