

# CATERING OPERATOR (COOK) [EQF LEVEL 3]

Output no. 2: Implementation of the Pilot Project ITALY

*UNITS OF LEARNING  
OUTCOMES*

## UNIT OF LEARNING OUTCOME

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
UC01	CONDUCT A WORKING ACTIVITY AS EMPLOYED OR AUTONOMOUS	10	0,5

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
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<p><b>1. Understand and manage the contractual and fiscal aspects of professional services rendered in the form of paid employment or self-employment.</b></p>	<p><b>The Learner knows and understands:</b></p> <ul style="list-style-type: none"> <li>▪ the contractual aspects on the professional performance;</li> <li>▪ the necessary procedures for the proper exercise of a self-employment or or quasi-subordinate contract.</li> </ul>	<p><b>The Learner is able to:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Define</b> the contractual aspects of professional performance;</li> <li>▪ <b>manage</b> the tax and social security obligations required for the activity in question.</li> </ul>	<p><b>The Learner:</b></p> <ul style="list-style-type: none"> <li>▪ <b>specifies</b> independently the contractual aspects of the professional performance verifying the applicability and correctness of the employment contract in relation to the type of performance required.</li> <li>▪ <b>exercises</b> properly and independently a self-employment or quasi-subordinate contract:                             <ul style="list-style-type: none"> <li>- managing independently the procedures required to start an autonomous, by contract and fixed-term contract professional activity.</li> <li>- managing autonomously the compulsory tax and social security obligations.</li> </ul> </li> </ul>
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### PERFORMANCE CRITERIA

- Understanding the features and the aspects of the contracts;
- Defining the terms of the contract in relation to the performance requested;
- Managing the tax and social security aspects;
- Observing the correct application of contractual provisions.

### OUTPUTS

- Contractual and fiscal aspects of professional services rendered in the form of paid employment or self-employment understood and managed

## UNIT OF LEARNING OUTCOME

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
UC02	<b>PRACTICE AS A QUALIFIED ATTENDANT (SKILLED WORKER) INTO THE KITCHEN</b>	<b>10</b>	<b>0,5</b>

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
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<p><b>1. Understand and manage the regulatory aspects of the provision of professional qualified officer in the kitchen.</b></p>	<p><b>The Learner knows and understands:</b></p> <ul style="list-style-type: none"> <li>▪ the conditions of the provision of professional kitchen worker (CAO reference, regional and national principles and standards for the catering service in the form of company);</li> <li>▪ the types and characteristics of the professionals in the catering sector, the kitchen and the dining room staff: roles, tasks and responsibilities.</li> </ul>	<p><b>The Learner is able to:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Negotiate</b> the conditions of the professional service, stipulate different contracts for the provision, start and manage the process of requesting authorization to pursue the delivering of food and beverages in the region;</li> <li>▪ <b>Distinguish</b> the different features of the different professional roles operating in the catering sector and to understand the relationship of subordination and coordination existing between himself/herself and the other members of the staff.</li> </ul>	<p><b>The Learner:</b></p> <ul style="list-style-type: none"> <li>▪ <b>defines</b> the conditions of the professional service:                             <ul style="list-style-type: none"> <li>- bargaining for the conditions of professional performance, taking in account the system applicable to the buyer regarding the contractual and economic available incentives;</li> <li>- stipulating various performance contracts, in compliance with the civil and fiscal norms - general and specific - applicable.</li> </ul> </li> <li>▪ <b>identifies</b> the characteristics of the professional performance of all the professional roles involved in the catering sector:                             <ul style="list-style-type: none"> <li>- recognising the characteristics of the various professional roles in the catering industry (reference activities, levels of responsibility, etc.), paying particular attention to the features and the task of his/her own role.</li> <li>- acting autonomously and with problem solving, taking in account the existing subordination and coordination relationships between himself/herself and other members of the brigade.</li> </ul> </li> </ul>
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### PERFORMANCE CRITERIA

- Understanding the needs and expectations of the buyer and specify the conditions;
- Evaluating, proposing and agreeing on any changes to be made;
- Detecting, analyzing, and evaluating working conditions in relation to the requested services.

### OUTPUTS

▪ Regulatory aspects of the provision of professional qualified officer in the kitchen understood and managed.

UNIT OF LEARNING OUTCOME

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
UC03	PLAN THE FOOD AND THE WINE AND DEFINE THE NEED FOR SUPPLY	50	3

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
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1. Process the menu taking into account the constraints of the case and define the procurement needs to make it happen.	<p><b>The Learner knows and understands:</b></p> <ul style="list-style-type: none"> <li>▪ the fundamentals of dietetics and nutrition, production of raw materials;</li> <li>▪ business planning and economic management of a catering company.</li> </ul>	<p><b>The Learner is able to:</b></p> <ul style="list-style-type: none"> <li>▪ <b>process</b> the menu so to make the gastronomic result attractive, balanced and appropriate to the type of customers;</li> <li>▪ <b>define</b> the need to supply the necessary resources for the realization of the dishes included in a gastronomic offer.</li> </ul>	<p><b>The Learner:</b></p> <ul style="list-style-type: none"> <li>▪ <b>prepares</b> a menu taking in account the features of the various types of costumers and the nutritional and dietetics characteristics of the raw materials;</li> <li>▪ <b>makes</b> the menu appealing according to the type of clientele;</li> <li>▪ <b>organizes</b> the resources for the realization of the offers.</li> </ul>
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PERFORMANCE CRITERIA

- Developing the menu so that the gastronomic offer is attractive, balanced and adapted to the type of clientele;
- Defining the gastronomic offer (appetizers, first and second dishes, various dishes; side dishes; dessert) taking into account: type of locale, customer base and potential; Seasonality of products; material, human and economic resources for make it happen; nutritional value of foods;
- Defining specific culinary offers such as tasting menus, seasonal, thematic and tourist menus;
- Defining gastronomic offerings related to the regional culinary tradition;
- Managing the catering business from an economic point of view;
- Defining the necessities of supplying the resources needed for the realization of the dishes entered in the menu, identifying what –quantitatively- resources are needed, paying attention to raw material costs too through the use of dedicated IT tools;
- Determining or collaborate on pricing definition activities in restaurants;
- Managing and tracking revenue management strategies in catering company.

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## OUTPUTS

- Constraints of the cases to prepare the menu Processed and needs for supply defined.

## UNIT OF LEARNING OUTCOME

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
UC04	OPERATE IN THE CATERING SECTOR	20	1
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
<p><b>1. Understand the characteristics and peculiarities of the restaurant industry and the possible contexts of employment.</b></p>	<p><b>The Learner knows and understands:</b></p> <ul style="list-style-type: none"> <li>▪ the characteristics of different types and catering formulas in terms of basic features; reference processes; culinary offerings; customer type; european, national and regional regulation applicable;</li> <li>▪ the basic knowledge related to the functioning of the catering system, market and customer analysis elements and main trends in the sector.</li> </ul>	<p><b>The Learner is able to:</b></p> <ul style="list-style-type: none"> <li>▪ <b>analyse</b> the restaurant industry, its characteristics and its relationship with other areas of the tourism sector;</li> <li>▪ <b>place</b> the catering offer in the context of a more general supply of tourism services system in which professional activity is provided.</li> </ul>	<p><b>The Learner:</b></p> <ul style="list-style-type: none"> <li>▪ <b>examines</b> the catering sector in its entirety, specially what are its distinctive features and how interacts with the other tourist services;</li> <li>▪ <b>identifies</b> the different types of catering in terms of fundamental features; processes; gastronomic offerings; client typology; european, national and regional legislation;</li> <li>▪ <b>identifies</b> the system where the offer is inserted, the evolution of process, product and context that affects the catering industry;</li> <li>▪ <b>places</b> the offer as part of the most general tourist services.</li> </ul>
<b>PERFORMANCE CRITERIA</b>			

[Digitare qui]



- Identifying clearly the area of activity and potentiality of market;
- Deeply understanding demand and competition areas;
- Identifying economic and territorial indicators and characteristics about tourism and catering;
- Knowing the profitability thresholds.

## OUTPUTS

- Characteristics and peculiarities of the restaurant industry and possible contexts of employment understood.

## UNIT OF LEARNING OUTCOME

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
UC05	PREPARE AND STORE SEMI-FINISHED PRODUCTS (KITCHEN)	220	13
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
1. Prepare and store the semi-finished products in view of their use for the finished dishes and their subsequent marketing.	<p><b>The Learner knows and understands:</b></p> <ul style="list-style-type: none"> <li>▪ the sector of marketable goods;</li> <li>▪ the safe handling and processing of semi-finished raw products;</li> <li>▪ sizing techniques, filleting and cleaning of meat and fish;</li> <li>▪ the recipes for the preparation of sauces and condiments;</li> <li>▪ the basic theoretical knowledge necessary for preparing sweet and savory dough to be suitable for their use in the preparation of the dishes.</li> </ul>	<p><b>The Learner is able to:</b></p> <ul style="list-style-type: none"> <li>▪ <b>prepare and store</b> semi-finished products for the subsequent preparation of the dishes phases;</li> <li>▪ safely <b>handling and processing</b> semi-finished raw products;</li> <li>▪ to <b>size</b>, using the appropriate techniques, <b>filleting</b> and <b>cleaning</b> meat and fish;</li> <li>▪ <b>apply</b> the recipes for the preparation of sauces and condiments;</li> <li>▪ <b>prepare</b> sweet and savory dough to use for the preparation of dishes.</li> </ul>	<p><b>The Learner:</b></p> <ul style="list-style-type: none"> <li>▪ autonomously <b>chooses</b> the right system of storage and preparation of semi-finished products;</li> <li>▪ <b>applies</b> the appropriate processing and handling of semi-finished raw products;</li> <li>▪ <b>uses</b> different filleting, cleaning and sizing techniques according to type of meat and fish;</li> <li>▪ <b>prepares</b> different types of sauces and condiments;</li> <li>▪ <b>prepares</b> the appropriate sweet and savory dough to use for the preparation of dishes.</li> </ul>
PERFORMANCE CRITERIA			

[Digitare qui]



- Preparing raw vegetables, even preserved with cold techniques, so that they are suitable for use in preparing dishes;
- Choosing the plants in quality and quantity suitable for the realization of the dishes in the program;
- Washing, peeling, cutting and baking the vegetables;
- Choosing the raw materials in quality and quantity suitable for the preparation of the selected doughs to make the dishes in the program;
- Preparing sweet and salty dough by applying the appropriate processing techniques and using special pots and utensils so that they are suitable for use in preparing dishes;
- Preparing sauces and seasonings so that they are suitable for use in preparing the dishes;
- Choosing the raw materials in quality and quantity to prepare sauces and seasonings to use to make the dishes in the program;
- Preparing sauces and seasonings by applying the appropriate cooking techniques and using special pots and utensils;
- Storing raw materials and semi-finished products for their subsequent use in the preparation of finished dishes;
- Applying systems and methods of preservation of raw and semi-processed foods.

#### OUTPUTS

- Semi-finished products needed for the finished dishes prepared and stored.

#### UNIT OF LEARNING OUTCOME

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
UC06	PREPARE HOT AND COLD APPETIZER	120	7
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE

[Digitare qui]



**1. Prepare the main hot and cold appetizers identifying the ingredients, preparation techniques and cooking methods to use.**

**The Learner knows and understands:**

- the basic recipes for the preparation of hot and cold appetizers;
- the ingredients for the preparation of hot and cold appetizers;
- the preparation techniques, cooking methods and their goodness and quality indicators, for the preparation of hot and cold appetizers.

**The Learner is able to:**

- **prepare** hot and cold appetizers;
- **prepare** hot and cold appetizers, using the proper ingredients;
- **use** different preparation techniques, cooking methods and their goodness and quality indicators for the preparation of hot and cold appetizers.

**The Learner:**

- **applies** different recipes for the preparation of hot and cold appetizers;
- **identifies**, also including the use of technical sheets, the ingredients (raw materials and semi-finished products) most suitable to achieve the programmed dishes;
- **uses** cooking methods and preparation techniques, identifying the most suitable one according to the programmed dish.

**PERFORMANCE CRITERIA**

- Choosing the ingredients (raw materials and semi-finished products) in quality and quantity suitable for preparing hot and cold appetizers;
- Identifying the most appropriate ingredients to make the dishes in the program, in the amount needed and evaluating the quality;
- Combining (hot / cold) the ingredients, using the appropriate techniques and tools, according to the sequence indicated by the recipe;
- Cooking the ingredients, either separately or together, as prescribed by the recipe, using the most appropriate cooking techniques, in accordance with the appropriate times and temperatures;
- Checking the consistency and flavor of the appetizer using the tools provided and make any corrective action if the quality level found is not as high as expected.

**OUTPUTS**

- Ingredients, preparation techniques and cooking methods to prepare the main hot and cold appetizers identified.

**UNIT OF LEARNING OUTCOME**

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
UC07	PREPARE FIRST COURSES (PASTA, RICE AND SIMILAR)	300	18,5

[Digitare qui]



KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
<p><b>1. Prepare first courses identifying the ingredients, the preparation techniques and cooking methods to be used.</b></p>	<p><b>The Learner knows and understands:</b></p> <ul style="list-style-type: none"> <li>• the marketable goods in order to identify the ingredients for the preparation of first courses;</li> <li>• the basic recipes for the preparation of first courses;</li> <li>• the theoretical knowledge of ingredients, preparation techniques, cooking methods and their goodness and quality indicators for the preparation of first courses.</li> </ul>	<p><b>The Learner is able to:</b></p> <ul style="list-style-type: none"> <li>• <b>prepare</b> first courses identifying the proper ingredients;</li> <li>• <b>prepare</b> different first courses, applying the cooking techniques of the case;</li> <li>• <b>take</b> the raw materials and the semi-finished products in a sufficient quantity for the realization of the planned dishes and to pre-treat the ingredients which require upstream treatment for their use for the preparation of finished dishes in the most.</li> </ul>	<p><b>The Learner:</b></p> <ul style="list-style-type: none"> <li>• <b>identifies</b>, also including the use of technical sheets, the ingredients (raw materials and semi-finished products) most suitable to achieve the programmed dishes;</li> <li>• <b>applies</b> independently different recipes for the preparation of different types of first courses;</li> <li>• <b>selects</b> autonomously the raw materials evaluating their quality.</li> </ul>
<b>PERFORMANCE CRITERIA</b>			

- Choosing the ingredients (raw materials and semi-finished products) in quality and quantity suitable for preparing the first dishes;
- Identifying the most suitable ingredients to make the dishes plan;
- Select raw materials by evaluating their quality;
- Taking raw materials and semi-finished products in sufficient quantities to prepare the dishes;
- Pre-treat as appropriate the ingredients that need up-to-date treatments for the preparation of finished dishes;
- Preparing fresh stuffed pasta using special pots and utensils;
- Preparing ingredients for filling;
- Making the amalgam of the ingredients using the tools and techniques of the case;
- Checking the consistency and flavor of the filling using the tools provided and make any corrective action if the quality level found is not as high as expected;
- Inserting the prepared mixture into the previously prepared laminate paste;
- Preparing rice, fresh pasta and dry pasta, using the appropriate cooking techniques and using special pots and utensils;
- Combining (hot / cold) the ingredients that will make the dish seasoning, using the appropriate techniques and instruments according to the recipe indicated by the recipe;
- Cooking ingredients, condiment and fresh / dry rice / pasta, separately or in combination, as prescribed by the recipe, using the most appropriate cooking techniques, taking into account the appropriate times and temperatures;
- Checking the consistency and flavor of the first dish using the tools provided and make any corrective action if the quality level found is not as high as expected;
- Preparing broths and soups by applying the appropriate cooking techniques and using special pots and utensils;
- Boiling the ingredients (meat, fish, vegetables) in appropriately flavored water, using the appropriate techniques and instruments according to the sequence indicated by the recipe and in accordance with the expected times;
- Providing, if necessary, a superficial foaming of emerging impurities;
- Cooking in the prepared pasta or rice mixture (if provided);
- Checking the consistency and flavor of the first dish using the tools provided and make any corrective action if the quality level found is not up to what is expected.

## OUTPUTS

- **Ingredients, preparation techniques and cooking methods to prepare the first courses identified**

[Digitare qui]



## UNIT OF LEARNING OUTCOME

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
UC08	PREPARE SECOND COURSES (MEAT, FISH AND SIMILAR)	240	15

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
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<p><b>1. Prepare the main second dishes of meat and fish products by identifying the ingredients, preparation techniques and cooking methods to use.</b></p>	<p><b>The Learner knows and understands:</b></p> <ul style="list-style-type: none"> <li>• the basic recipes for the preparation of second courses based on meat;</li> <li>• the basic recipe for the preparation of second dishes based on fish products;</li> <li>• the theoretical knowledge of ingredients, preparation techniques, cooking methods and their goodness and quality indicators for the preparation of second courses based on meat;</li> <li>• the theoretical knowledge of ingredients, preparation techniques, cooking methods and their goodness and quality indicators, in order to prepare main courses of seafood dishes.</li> </ul>	<p><b>The Learner is able to:</b></p> <ul style="list-style-type: none"> <li>• <b>prepare</b> second courses identifying the proper ingredients;</li> <li>• <b>prepare</b> different second courses based on fish, applying the cooking techniques of the case;</li> <li>• <b>take</b> the raw materials and the semi-finished products in a sufficient quantity for the realization of the planned dishes and to pre-treat the ingredients which require upstream treatment for their use for the preparation of finished second courses based on meat;</li> <li>• <b>take</b> the raw materials and the semi-finished products in a sufficient quantity for the realization of the planned dishes and to pre-treat the ingredients which require upstream treatment for their use for the preparation of finished main courses based on seafood.</li> </ul>	<p><b>The Learner:</b></p> <ul style="list-style-type: none"> <li>• <b>identifies</b> autonomously the necessary ingredients correctly and apply methodologies and procedures to prepare second courses based on meat.;</li> <li>• <b>identifies</b> autonomously the necessary ingredients correctly and apply methodologies and procedures to prepare second courses based on fish;</li> <li>• <b>applies</b> independently the procedures necessary to make products suitable for preparing recipes of second courses based on meat, taking in account the required quantities and time;</li> <li>• <b>applies</b> independently the procedures necessary to make products suitable for preparing recipes of second courses based on seafood, taking in account the required quantities and time.</li> </ul>
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### PERFORMANCE CRITERIA

- Identifying, including by means of technical data sheets, the ingredients (substances raw and semi-finished products) to make the dishes available;
- Selecting the raw materials by evaluating the quality;
- Taking raw materials and semi - finished products in sufficient quantities to make the dishes planned;
- Combining (hot / cold) ingredients in the preparation of the dish, using the techniques and tools of the case according to the succession shown from the recipe;
- Cooking the ingredients separately or together (as provided by the Recipe), taking into account the appropriate times and temperatures, using the techniques of cooking;
- Checking the consistency and flavor of the second basic dishes (in itinere/ ex post) of meat and fish, using the tools provided and make any interventions / corrections if the quality level found was not up to what expected;
- Combining (hot / cold) ingredients in the preparation of the dish;
- Using techniques and tools of the case according to the succession shown from the recipe;
- Cooking the ingredients separately or together (as provided by the recipe), taking into account the appropriate times and temperatures, using the techniques of cooking;
- Cooking the ingredients separately or together (as provided by the recipe), taking into account the appropriate times and temperatures, using the techniques of

### OUTPUTS

[Digitare qui]



- Ingredients, preparation techniques and cooking methods to use to prepare the main second dishes of meat and fish identified.

## UNIT OF LEARNING OUTCOME

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
UC09	PREPARE VARIOUS DISHED BASED ON EGGS AND/OR CHEESE	60	4

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
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<p>1. Prepare the various dishes based on eggs and/or types of cheese identifying ingredients, cooking techniques and methods to use.</p>	<p><b>The Learner knows and understands:</b></p> <ul style="list-style-type: none"> <li>the marketable goods of the sector;</li> <li>the basic recipe for the preparation of second dishes based on eggs and/or types of cheese;</li> <li>ingredients, preparation techniques, cooking methods and their goodness and quality indicators for the preparation of second courses based on eggs and/or types of cheese.</li> </ul>	<p><b>The Learner is able to:</b></p> <ul style="list-style-type: none"> <li><b>identify</b> the ingredients for the cooking of second dishes based on eggs and/or types of cheese;</li> <li><b>prepare</b> different second courses based on eggs and/or types of cheese.</li> <li><b>take</b> the raw materials and the semi-finished products in a sufficient quantity for the realization of the planned dishes and to pre-treat the ingredients which require upstream treatment for their use for the preparation of finished second courses based on eggs and/or types of cheese.</li> </ul>	<p><b>The Learner:</b></p> <ul style="list-style-type: none"> <li><b>proceeds</b> independently in the choice of the ingredients, evaluating the quality, according to the necessity of the dish to prepare;</li> <li><b>applies</b> with autonomy and creativity recipicpies to prepare dishes based on eggs and/or cheese;</li> <li><b>applies</b> indipendently the procedures necessary to make products suitable for preparing recipes, taking in account the required quantities and time.</li> </ul>
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### PERFORMANCE CRITERIA

- Identifying, also by means of technical data sheets, the ingredients (raw materials and semi-finished products) best suited for the planned dishes;
- Selecting the raw materials by evaluating the quality;
- Taking raw materials and semi-finished products into sufficient quantities to prepare the dishes;
- Combining (hot / cold) the ingredients provided in the dish preparation, using the appropriate techniques and instruments according to the sequence indicated by the recipe;
- Cooking the ingredients separately or together, keeping in mind the timing and the appropriate temperatures, using the most appropriate cooking techniques for the preparation of: salty, soufflé, crisps, omelettes and other products;
- Checking the consistency and flavor of the dishes using the supplied tools and make any corrective action if the quality level found is not as high as expected.

### OUTPUTS

[Digitare qui]

- Ingredients, preparation techniques and cooking methods to use to prepare various dishes based on eggs and/or cheese identified.

## UNIT OF LEARNING OUTCOME

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
UC10	PREPARE TRADITIONAL UMBRIAN DISHES	120	7

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
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### 1. Prepare the typical dishes of the traditional Umbrian cuisine.

#### The Learner knows and understands:

- the marketable goods of the sector;
- the regional recipes for the preparation of typical dishes of the Umbrian traditional cuisine;
- techniques of preparation, cooking methods and tools and utensils used in the regional cuisine in order to use them in the preparation of dishes of the Umbrian tradition.

#### The Learner is able to:

- identify** the ingredients for the preparation of typical dishes of the Umbrian traditional cuisine;
- prepare** a menu of the traditional regional cuisine;
- take** the raw materials and the semi-finished products in a sufficient quantity for the realization of the planned dishes and to pre-treat the ingredients which require upstream treatment for their use for the preparation of typical dishes of the Umbrian traditional cuisine.

#### The Learner:

- proceeds** independently in the choice of the ingredients, evaluating the quality, according to the necessity of the dish to prepare;
- applies** with autonomy and creativity recipes to prepare dishes based on Umbrian traditional cuisine;
- applies** independently the procedures necessary to make products suitable for preparing recipes, taking in account the required quantities and time.

#### PERFORMANCE CRITERIA

- Finding the recipes typical of Umbrian territory;
- Finding the typical ingredients of regional cuisine;
- Finding the tools and devices indicated for the dishes of regional culinary tradition;
- Creating, from the elements found, the chosen dishes.

#### OUTPUTS

[Digitare qui]



• Ingredients, preparation techniques and cooking methods to use to prepare Umbrian dishes identified.

## UNIT OF LEARNING OUTCOME

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
UC11	PREPARE PATISSIERIE PRODUCTS	120	7
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
1. Prepare sweet products identifying ingredients and semi-finished products and using the adequate techniques of preparation and cooking.	<p><b>The Learner knows and understands:</b></p> <ul style="list-style-type: none"> <li>• procedures, techniques and tools of amalgamation and mixture of the ingredients (hot/cold);</li> <li>• leavening agents and processes;</li> <li>• forming processes and technique;</li> <li>• cooking techniques and procedures (cakes, fresh and dry desserts)</li> <li>• production and manufacturing of chocolate</li> <li>• timing, temperature and methods of cooking;</li> <li>• cooking techniques, progress and cooling control;</li> <li>• the basic recipe book;</li> <li>• local national and international cakes;</li> <li>• recipes suitable for food intolerance.</li> </ul>	<p><b>The Learner is able to:</b></p> <ul style="list-style-type: none"> <li>• <b>choose</b> the ingredients (raw material and semi-finished products) according to the quality and quantity suitable for the preparation patisserie products;</li> <li>• <b>prepare</b> patisserie products using the adequate cooking techniques and tools;</li> </ul>	<p><b>The Learner:</b></p> <ul style="list-style-type: none"> <li>• <b>proceeds</b> independently in the choice of the ingredients, evaluating the quality, according to the necessity of the sweet/cake to prepare;</li> <li>• <b>prepares</b> with autonomy and creativity recipes sweets products according to the cooking techniques and processes;</li> <li>• <b>applies</b> independently the procedures necessary to make products suitable for preparing recipes, taking in account the required quantities and time.</li> </ul>
PERFORMANCE CRITERIA			

[Digitare qui]



- Identifying the most suitable ingredients according to technical sheets;
- Using properly tools, equipment and boxes;
- Choosing the raw material and semi-finished products evaluating quality and quantity;
- Producing sweets and cakes for pastry shops and restaurants using the adequate techniques;
- Carrying out the forming of the dough according to the different products;
- Producing and manufacturing chocolate;
- Carrying out correctly cooking and controlling operations;
- Implementing variations to the sweets preparation;

#### OUTPUTS

- Sweet products prepared with the identification of ingredients and semi-finished products and the use of the adequate techniques of preparation and cooking.

#### UNIT OF LEARNING OUTCOME

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
UC12	PREPARE STUFFING AND DECORATION (CAKES AND DESSERTS)	40	2,5
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE

[Digitare qui]

<p>1. Realize the stuffing, decoration and presentation of patisserie products using appropriate ingredients e semi-finished products and adopting the preparation techniques.</p>	<p><b>The Learner knows and understands:</b></p> <ul style="list-style-type: none"> <li>the technique of stuffing and decoration of the patisserie products;</li> <li>the main ingredients and semi-finished products (fondant, toppings, flowers and fruits);</li> <li>the main preservatives;</li> <li>tools and equipment of modelling, colouring and decoration.</li> </ul>	<p><b>The Learner is able to:</b></p> <ul style="list-style-type: none"> <li><b>use</b> specific techniques of stuffing, decoration and garnishing;</li> </ul>	<p><b>The Learner:</b></p> <ul style="list-style-type: none"> <li><b>proceeds</b> independently in the choice of the ingredients and semi-finished products, evaluating the quality, according to the necessity of the stuffing or decoration to prepare;</li> <li><b>applies</b> with autonomy and creativity recipes to prepare stuffing and decoration according to specific technique;</li> <li><b>applies</b> independently the procedures necessary to make products suitable for the preparation of patisserie products, taking in account the required quantities and time.</li> <li><b>uses</b> properly tools and equipment appropriate for the preparation of stuffing and decoration</li> </ul>
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**PERFORMANCE CRITERIA**

- Planning the aesthetic look and the structure of a patisserie product;
- Carrying out the garnishing of the product using the appropriate raw material and covering;
- Using technique of modelling, colouring and decoration;
- Producing the stuffing according to different form of dough;
- Checking and improving the aesthetic result by producing adjustments.

**OUTPUTS**

- Stuffing, decoration and presentation of patisserie products using appropriate ingredients e semi-finished products and adopting the preparation techniques realized.

**UNIT OF LEARNING OUTCOME**

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
UC13	MONITOR THE STOCKS OF FOOD	20	1
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE

[Digitare qui]



<p>1. Monitoring the stocks considering the procurement plan decided and define the demand of commodities for the restaurants.</p>	<p><b>The Learner knows and understands:</b></p> <ul style="list-style-type: none"> <li>the management of food stocks and rules of the sector, in order to be able to manage and monitor the stocks considering the procurement plan;</li> <li>the quality check of food and hygiene of the reception and storage process.</li> </ul>	<p><b>The Learner is able to:</b></p> <ul style="list-style-type: none"> <li><b>check</b> the availability in the warehouse/ storeroom of the raw materials necessary for the realization of the dishes on the menu;</li> <li><b>apply/preside</b> the storage process and comply with the hygiene procedures.</li> </ul>	<p><b>The Learner:</b></p> <ul style="list-style-type: none"> <li><b>is ready</b> to be responsible for inventory and monitoring the state of preservation of food in compliance with hygiene rules and the supply requirements of the restaurant.</li> </ul>
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**PERFORMANCE CRITERIA**

- Presiding over the supply operations;
- Checking availability in the warehouse/dispensing of the raw materials necessary for the realization of the menu dishes;
- Completing the list (quantitative and qualitative) of the missing raw materials for the preparation of the dishes to be made;
- Applying the purchasing procedures in force.

**OUTPUTS**

- Procurement plan decided; stocks of food monitored; demand of commodities for the restaurants defined.
- stocks of food monitored;
- demand of commodities for the restaurants defined.

**UNIT OF LEARNING OUTCOME**

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
UC14	ORGANIZE THE WORKPLACE AND PROGRAM THE SEQUENCE OF ORDER PROCESSING	90	6

[Digitare qui]



KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
<p>1. Organise the mobile workplace according to the preparation of receipts and define the sequence of order processing, and accordingly assign tasks to the members of the kitchen's staff.</p>	<p><b>The Learner knows and understands:</b></p> <ul style="list-style-type: none"> <li>the kitchen tools: characteristics, functioning and uses; control and security devices; and concerning the technical terminology;</li> <li>the organisation of the mobile workplace in order to be able to fix it according to the preparation of the recipes to realize and be able to define sequence of order processing;</li> <li>the management of factors and of time in order to be able to organise the staff of the kitchen and manage parallel operations which require the use of one or more common factors;</li> </ul>	<p><b>The Learner is able to:</b></p> <ul style="list-style-type: none"> <li><b>organise</b> the mobile workplace with tools and instruments;</li> <li><b>analyse</b> the orders from the dining-room and define the sequence of order processing;</li> <li><b>modify</b> the order of the different phases of preparation of the dishes, based on the detection of possible delays.</li> </ul>	<p><b>The Learner:</b></p> <ul style="list-style-type: none"> <li><b>sets</b> up the organization of the mobile workplace, choosing the right tools and complying with safety and hygiene standards;</li> <li><b>adapts</b> the organization of the mobile workplace based on what emerges from the analysis of the orders and establishes the sequence of actions to be performed to satisfy them;</li> <li><b>manages</b> time, human resources and materials so as to flexibly organize the various steps necessary to make the dishes even on the basis of possible upgrades and / or delays.</li> </ul>
<b>PERFORMANCE CRITERIA</b>			
<ul style="list-style-type: none"> <li>Arranging the mobile station with equipment and tools;</li> <li>Identifying the equipment, utensils and materials needed to make the processing of the ingredients quick and precise;</li> <li>Checking the condition of the equipment and carry out or require any maintenance work if necessary;</li> <li>Identifying the basic condiments and ingredients needed to make the dishes;</li> <li>Defining the organization of jobs;</li> <li>Analyzing room orders and define the time sequence of operations;</li> <li>Analyzing the received orders and evaluate the time required for their execution, taking into account the workload and any priorities reported by the room staff;</li> <li>Defining the sequence of operations to be performed accordingly;</li> <li>Modifying the order of the preparation of the dishes, based on detecting any delays.</li> </ul>			
<b>OUTPUTS</b>			
<ul style="list-style-type: none"> <li>Workplace and program of the sequence of order processed and organised.</li> </ul>			
<b>UNIT OF LEARNING OUTCOME</b>			
CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS

[Digitare qui]



KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
<p>1. Supervise the work of the colleagues verifying the correct carrying out of the assigned tasks and the quality of the performance.</p>	<p><b>The Learner knows and understands:</b></p> <ul style="list-style-type: none"> <li>the concept of group, autonomy, responsibility, delegation, etc. in order to be able to supervise the work of any resources assigned and coordinate with colleagues.</li> </ul>	<p><b>The Learner is able to:</b></p> <ul style="list-style-type: none"> <li><b>give</b> directions to colleagues for the realisation of the activities and assign operative tasks to colleagues and give directives on how to carry them out (activities, time and methods).</li> </ul>	<p><b>The Learner:</b></p> <ul style="list-style-type: none"> <li><b>organizes</b> and <b>leads</b> the workgroup by assigning tasks and supervising the work.</li> </ul>
<b>PERFORMANCE CRITERIA</b>			
<ul style="list-style-type: none"> <li>Managing assigned employees;</li> <li>Imparting directives to the collaborators for the implementation of reference activities;</li> <li>Assigning operational duties to your employees and guidance on how to do it (activities to be carried out, times and methods);</li> <li>Checking the performance of the assigned tasks and the quality of the service performed;</li> <li>Evaluating individual and group performance, also in order to strategically manage professional resources.</li> </ul>			
<b>OUTPUTS</b>			
<ul style="list-style-type: none"> <li>Work of the colleagues supervised;</li> <li>correct carrying out of the assigned tasks and quality of the performance verified.</li> </ul>			
<b>UNIT OF LEARNING OUTCOME</b>			

[Digitare qui]

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
UC16	LOOP THE HYGIENE ASSURANCE SYSTEM AND CLEANLINESS OF THE WORKPLACE	20	1

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
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<p><b>1. Guarantee the compliance with the hygiene rules for the treatment of food and the application of sanitization methods, in order to guarantee the healthiness of the workplace and the tools that are being used.</b></p>	<p><b>The Learner knows and understands:</b></p> <ul style="list-style-type: none"> <li>• hygiene of food products, basic principles of the HACCP system, principles of hygiene and personal care;</li> <li>• methodologies for the application of sanitization methods, in order to guarantee the healthiness of the workplace and of tools that are being used.</li> </ul>	<p><b>The Learner is able to:</b></p> <ul style="list-style-type: none"> <li>• <b>apply</b> the procedures aimed at guaranteeing the compliance with the sanitary conditions related to the treatment and manipulation of food;</li> <li>• <b>clean</b> and <b>replace</b> the tools and the containers used for the preparation of the dishes.</li> </ul>	<p><b>The Learner:</b></p> <ul style="list-style-type: none"> <li>• <b>ensures</b> compliance of health conditions with regard to food handling and handling through the application of the procedures and standards provided by law;</li> <li>• <b>guarantees</b> the cleaning and sanitation of workplaces and work tools through the application of the procedures envisaged.</li> </ul>
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**PERFORMANCE CRITERIA**

<ul style="list-style-type: none"> <li>▪ Ensuring compliance with food hygiene rules;</li> <li>▪ Identifying the main types of food poisoning and identify the possible causes and sources of risk and contamination;</li> <li>▪ Applying procedures to ensure compliance with hygienic and sanitary conditions appropriate to the handling and handling of foodstuffs;</li> <li>▪ Taking care of your personal hygiene;</li> <li>▪ Washing and sanitizing the work area;</li> <li>▪ Applying suitable cleaning and sanitation systems and methods;</li> <li>▪ Using suitable detergents;</li> <li>▪ Applying regional waste disposal directives;</li> <li>▪ Monitoring the realization of disinfestation and derating;</li> <li>▪ Washing and storing the equipment and containers used for preparing the dishes;</li> <li>▪ Applying suitable cleaning and sanitation systems and methods;</li> <li>▪ Using suitable detergents and detergents.</li> </ul>
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OUTPUTS
<ul style="list-style-type: none"> <li>▪ Compliance with the hygiene rules for the treatment of food and the application of sanitization methods guaranteed.</li> </ul>

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## UNIT OF LEARNING OUTCOME

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
UC17	<b>ASSESS THE QUALITY OF THE SERVICE OFFERED TO THE CLIENTS.</b>	<b>20</b>	<b>1</b>

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
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<p><b>1. Evaluate the quality of the service, verifying the right implementation of the existing regulation, the compliance with the minimal mandatory requirements, the compliance with own quality procedures and customers' degree of satisfaction.</b></p>	<p><b>The Learner knows and understands:</b></p> <ul style="list-style-type: none"> <li>▪ the regulation concerning work safety, roles, functions and required responsibilities;</li> <li>▪ the existing regulations about safety, accident prevention, fire prevention and work hygiene, city planning, also with references to the obligations required by T.U.81/08.</li> </ul> <p style="margin-top: 20px;">Assess the quality of the service offered to the clients</p>	<p><b>The Learner is able to:</b></p> <ul style="list-style-type: none"> <li>▪ <b>prevent</b> and <b>reduce</b> the professional, environmental risks of the beneficiaries;</li> <li>▪ <b>adopt</b> behaviour for the prevention for electric and gas related risks; for the prevention of risks correlated to sharp objects and for the prevention of fire.</li> </ul>	<p><b>The Learner:</b></p> <ul style="list-style-type: none"> <li>▪ <b>manages</b> responsibly safety aspects in workplaces, minimizing the risks that may arise from professional activities and work environment;</li> <li>▪ <b>prevents</b> responsibly the risks that may arise from electricity, gas, fire and sharp objects by applying the rules provided by law.</li> </ul>
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### PERFORMANCE CRITERIA

- Evaluating the quality of the service delivered and the production process;
- Checking compliance with required compulsory requirements and the application of legislation in force concerning catering services.;
- Checking compliance with your quality procedures;
- Detecting the degree of customer satisfaction;
- Identifying the criticalities and define the interventions of improvement.

### OUTPUTS

- Legislation related to the workplace safety (receptive exercises) complied.

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## UNIT OF LEARNING OUTCOME

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
UC18	<b>WORK SAFELY IN THE FIELD OF CATERING SERVICES</b>	<b>20</b>	<b>1</b>

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
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<p><b>1. Comply with the legislation related to the workplace safety (receptive exercises).</b></p>	<p><b>The Learner knows and understands:</b></p> <ul style="list-style-type: none"> <li>▪ the monitoring and evaluation of the quality of the catering service;</li> <li>▪ the schemes of action introduced in the previous unities, in order to define the main features of a system of evaluation for the quality of the services delivered.</li> </ul>	<p><b>The Learner is able to:</b></p> <ul style="list-style-type: none"> <li>▪ <b>check</b> the compliance with the mandatory requirements required and the implementation of the existing regulation concerning catering services;</li> <li>▪ <b>perceive</b> the degree of satisfaction of the customers and consequently identify the critical points and plan improvement interventions.</li> </ul>	<p><b>The Learner:</b></p> <ul style="list-style-type: none"> <li>▪ <b>implements</b> current catering law, verifying compliance with the statutory mandatory requirements, applying evaluation and monitoring procedures to ensure the quality of the service;</li> <li>▪ <b>develops</b> autonomously assessment criteria for determining the customer satisfaction level and planning action plans for improvement actions.</li> </ul>
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### PERFORMANCE CRITERIA

- Evaluating the quality of the service delivered and the production process;
- Checking compliance with required compulsory requirements and the application of legislation in force concerning catering services.;
- Checking compliance with your quality procedures;
- Detecting the degree of customer satisfaction;
- Identifying the criticalities and define the interventions of improvement.

### OUTPUTS

- Quality of the service offered to the clients assessed.

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## TECHNICAL SHEET

This training referential is based on learning outcomes and adapted from the original qualification training referential for the “Catering Operator (Cook)”, EQF level 3, for IVET Courses, available through the Training Catalogue of Regione Umbria and the National Catalogue of Qualifications.

This training referential only contains the technical component of the Course.

It was elaborated during the implementation of a Pilot Project - Intellectual Output no. 2 of the *EURspace\_European IVT Recognition Gateway* Project. The adaptation of the original training referential was influenced by the methodology developed during the project implementation, presented in the *ECVET Methodological Guide for Professionals*, which is available for download at <https://eurspace.eu/>.

The partner responsible for the adaptation of this training referential is ASSOCIAZIONE CNOS FAP REGIONE UMBRIA.

### **EURspace: European IVT Recognition Gateway**

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### **ERASMUS+ PROGRAMME**

KA2 Strategic Partnerships for Vocational Education and Training

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