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| **L3 Comms/Team** | **Use communication and teamwork skills to maintain a safe culinary environment** |

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| **Kaupae |** Level | 3 |
| **Whiwhinga |** Credit | 5 |
| **Whāinga |** Purpose | This skill standard is for people to have the skills and knowledge to communicate and collaborate to support teamwork skills required to perform effectively in a culinary environment.  This skill standard has been developed primarily for use in programmes leading to the New Zealand Certificate in Cookery (Level 3) [Ref: 2100]. |

**Hua o te ako me Paearu aromatawai |** Learning outcomes and assessment criteria

| **Hua o te ako |** Learning outcomes | **Paearu aromatawai |** Assessment criteria |
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| 1. Demonstrate clear and concise communication skills and collaborate to support teamwork to maintain a safe culinary environment. | 1. Communicate with team and management in a culinary environment to enable workplace tasks and duties to be completed. |
| 1. Apply active listening skills to understand and respond to instructions and feedback, while behaving in a professional and culturally responsive manner. |
| 1. Support team members in their roles in a culinary environment. | 1. Apply teamwork practices to support team members while maintaining personal accountability and self-care. |
| 1. Maintain safe work practices to support health and well-being of work team. |
| 1. Apply basic problem-solving and time-management skills to adjust to new tasks, roles and responsibilities. | 1. Adapt to new information and changes in the culinary environment to complete assigned tasks and maintain workflow and quality. |
| 1. Co-ordinate with team members to ensure timely completion of tasks. |

**Pārongo aromatawai me te taumata paearu |** Assessment information and grade criteria

*Assessment specifications:*

Assessment against the learning outcomes will be in a culinary workplace or in training facilities that reproduce the conditions of a workplace.

Activities are carried out in accordance with Health and Safety at Work 2015 requirements, Food Safety requirements, and following workplace procedures.

Assessment must include evidence of teamwork in planning, organising, preparing, and presenting food products and following team-building strategies to ensure a supportive and collaborative environment

Assessment against this skill standard, where appropriate, should consider the effect of cultural awareness, inclusive approaches and adaptability. This may include te ao Māori perspectives, cultural differences in language, dialect, practices, mātauranga, and tikanga.

Definition:

*Culinary environment* refers to the wide variety of traditional and non-traditional hospitality workplaces, such as canteens, food trucks, marae wharekai, hotels and restaurants and artisan cafés.

*Culturally responsiv*e refers to understanding and respecting different cultures in the workplace to help everyone feel welcome, comfortable, and valued—whether they’re guests or teammates.

***Ngā momo whiwhinga |*** *Grades available*

Achieved

**Ihirangi waitohu |** Indicative content

Communication and Teamwork

Active listening, clarity, and constructive feedback.

* Improvement through reflective practice.
* Behaving in a professional and culturally responsive manner (with colleagues, managers and customers).
* Team dynamics and roles in a professional kitchen.

Compliance and Collaboration

* Workplace health and safety regulations.
* Problem-Solving and Time Management
* Monitoring waste reduction and sustainability goals.
* Reporting hazards and incidents promptly to the appropriate personnel.

**Rauemi |** Resources

* Food Act 2014
* Health and Safety at Work Act 2015.
* Auguste Escoffier School of Culinary Arts (2022) [How to communicate effectively in a kitchen](https://www.escoffier.edu/blog/culinary-arts/a-look-at-effective-communication-in-the-kitchen/)

**Pārongo Whakaū Kounga |** Quality assurance information

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| **Ngā rōpū whakatau-paerewa |** Standard Setting Body | Ringa Hora Services Workforce Development Council |
| **Whakaritenga Rārangi Paetae Aromatawai |** DASS classification | Service Sector > Hospitality > Cookery |
| **Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga |** CMR | 0112 |

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| **Hātepe |** Process | **Putanga |** Version | **Rā whakaputa |** ReviewDate | **Rā whakamutunga mō te aromatawai |** Last date for assessment |
| **Rēhitatanga |** Registration | 1 | [dd mm yyyy] | N/A |
| **Arotakenga |** Review | <type here> | [dd mm yyyy] | [dd mm yyyy] |
| **Kōrero whakakapinga |** Replacement information |  | | |
| **Rā arotake |** Planned review date | 31 December 2030 | | |

Please contact Ringa Hora Services Workforce Development Council at [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) to suggest changes to the content of this skill standard.