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| **L4 Teamwork** | **Apply teamwork and communication skills for a resilient, safe, and sustainable culinary workplace** |

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| **Kaupae |** Level | 4 |
| **Whiwhinga |** Credit | 20 |
| **Whāinga |** Purpose | This skill standard is for people preparing to work as chefs in the culinary sector. They will be able to participate in resilient teams while ensuring a compliant, safe, and sustainable culinary operation, through effective communication, problem-solving, and adherence to food safety practices.This skill standard has been developed primarily for assessment within programmes leading to the New Zealand Certificate in Cookery (Level 4) [Ref: 2101]. |

**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. Apply teamwork and communication skills for a resilient, safe, and sustainable culinary workplace.
 | 1. Demonstrate effective communication skills and collaboration to support teamwork in a culinary workplace.
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| 1. Support team members in adhering to compliance requirements to achieve service goals in a culinary workplace.
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| 1. Apply problem-solving and time-management skills to support team objectives and sustainable practice.
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| 1. Apply food costing and portioning skills in a culinary environment.
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| 1. Promote self-management, wellbeing, and resilience within a culinary team.
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| 1. Evaluate the quality of work process and food preparation processes for service to identify any improvements.
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**Pārongo aromatawai me te taumata paearu |** Assessment information and grade criteria

*Assessment specifications:*

Assessment must be conducted in a culinary workplace or training kitchen environment that realistically matches the conditions of a commercial kitchen.

Assessment activities must be carried out in accordance with Health and Safety at Work Act 2015, Food Safety requirements, and following workplace procedures.

Assessment must include evidence of teamwork in planning, organising, preparing, and presenting food products under pressure.

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.

Definitions:

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

*Hauora* refers to the holistic wellbeing of individuals and relationships with others.

*Manaakitanga* refers to generosity, respect and kindness to others.

*Mātauranga Māori* refers to the body of knowledge originating from Māori ancestors, including the Māori world view and perspectives, Māori creativity and cultural practices.

*Service* refers to the presentation and delivery of food products that meet industry standards for quality, hygiene, and sensory expectations.

*Sustainable* refers to applying sustainable practices within the culinary sector which lower the carbon footprint such as food wastage, sourcing of local products, economic use of resources (power, water), recycling, composting.

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

Achieved

**Ihirangi waitohu |** Indicative content

Communication and Teamwork

* Active listening, clarity, and constructive feedback.
* Team dynamics and roles in a professional kitchen.
* Te reo Māori where appropriate.
* Modelling professional and safe practices.

Compliance and Collaboration

* Workplace health and safety regulations.
* Overview of food control plans and compliance requirements (e.g., temperature logs, allergen management).
* Roles and responsibilities for regulatory adherence in team settings.
* Interpreting compliance-related documentation (e.g., mock audits or inspections).

Problem-Solving and Time Management

* Calculating portion sizes, stock levels, and resource requirements.
* Measuring cooking times and managing production schedules.
* Monitoring waste reduction and sustainability goals using numerical data (e.g., food waste tracking).
* Conflict resolution techniques specific to high-pressure environments.
* Integrating Mātauranga Māori into problem solving where relevant

Sustainability Practices

* Food cost and impact on profitability
* Standardising portion sizes and importance of consistency
* Minimising waste and re-use of by-products

Hauora and manaakitanga practices to promote wellbeing of team

* Leadership strategies for wellbeing, self-management, and resilience.
* Encouraging balanced nutrition, adequate rest, and physical activity to support mental and physical health.
* Supporting open communication, conflict resolution, and stress management.
* Fostering professional growth through education, training, and career development opportunities.
* Supporting team members in balancing personal and professional lives, including workload management and time off.

Reflective Practice

* Engaging in critical self-assessment to evaluate application of cooking methods and finishing food products, fostering continuous improvement and professional growth.

**Rauemi |** Resources

* Food Act 2014
* Health and Safety at Work Act 2015.

References

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Hutchings, J. *et al*. (2025) *Pātaka kai: growing kai sovereignty*. Albany, Auck: Massey University Press, or latest edition.

King, E. (2023)

*Re-food.* Northcote, Auck.: Mary Egan Publishing, or latest edition.

Lencioni, P. (2002) *The five dysfunctions of a team: a leadership fable*. 20th anniversary ed. John Wiley & Sons

Librairie Larousse Gastronomic Committee (2009) *New Larousse gastronomique*. Completely rev. and updated. Random House, or latest edition.

New Zealand. Ministry for Primary Industries. New Zealand Food Safety (2024) [*A guide to allergen labelling: knowing what’s in your food and how to label it*](https://www.mpi.govt.nz/dmsdocument/50725-Allergen-labelling-Knowing-whats-in-your-food-and-how-to-label-it). Wellington: the Ministry or latest ed.

**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  | <type here> | [dd mm yyyy] | [dd mm yyyy] |
| **Kōrero whakakapinga |** Replacement information | <type here> |
| **Rā arotake |** Planned review date | [dd mm yyyy] |

Please contact Ringa Hora Services Workforce Development Council at qualifications@ringahora.nz to suggest changes to the content of this skill standard.