



# GLOBAL HOSPITALITY CERTIFICATION

## INTRODUCTORY GUIDE TO

Worldchefs Global Culinary  
Certification

City & Guilds Global Hospitality  
Certification

October 2020  
version

Apply for  
your  
Global  
Digital Badge  
today

[www.worldchefs.org/globalcertification](http://www.worldchefs.org/globalcertification)

# GLOBAL HOSPITALITY CERTIFICATION

## INTRODUCTORY GUIDE

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## **IMPORTANT**

This document provides an introduction to Global Hospitality Certification, including an overview of the individual application process for chefs and hospitality professionals.

Make sure you read this Guide together with the Certification Handbooks which are available for each certification level.

## **1. INTRODUCTION**

### **1.1 GLOBAL HOSPITALITY CERTIFICATION**

The Global Hospitality Certification, created by City & Guilds and Worldchefs, is the first and only global skills certification for chefs and hospitality professionals.

The certification recognises skills and experience gained on the job against an international benchmark, in the form of a digital badge.

Digital badges are the latest technology in skills certification and recognition: they provide a secure way to showcase achievements online, using social media.

The certification covers the four main areas within the hospitality industry: culinary, food and beverage service, front of house and housekeeping.

### **1.2 ABOUT WORLDCHEFS**

Worldchefs, the World Association of Chefs Societies, is a dynamic global network of more than 100 chefs' associations representing culinary professionals at all levels and across all specialties worldwide.

Established in 1928, Worldchefs is a global authority on food, creating impact through education, networking, competitions as well as humanitarian and sustainability activities.

Worldchefs is dedicated to defining and promoting standards within professional cooking and hospitality around the world by being a global voice on all issues related to the culinary profession.

### **1.3 ABOUT CITY & GUILDS**

City & Guilds was founded in 1878, as a charity, to promote and enable lifelong employability – a cause which has remained its sole purpose ever since.

Today, the City & Guilds Group is a world leader in designing qualifications, work-based learning programmes and innovative skills solutions that build competency to create better prospects for people, organisations and the wider society.

The Group supports five million people every year to develop skills that help them into a job, progress on that job and prepare for their next job.

## 2. ABOUT GLOBAL HOSPITALITY CERTIFICATION

### 2.1 CERTIFICATION PATHWAYS

The certification levels which underpin Global Hospitality Certification have been co-designed with employers to reflect the standards required of those working in culinary and hospitality job roles around the world.

There are two types of badges within Global Certification:

- **Worldchefs Global Culinary Badges** → Culinary pathway, covering job roles in a professional kitchen.

- **Global Hospitality Badges** → Hospitality pathway, covering food and beverage service, front of house and housekeeping job roles.

### 2.2 WORLDCHEFS CULINARY BADGES



Worldchefs Certified Commis Chef



Worldchefs Certified Chef de Partie



Worldchefs Certified Sous Chef



Worldchefs Certified Chef de Cuisine



Worldchefs Certified Pastry Chef



Worldchefs Certified Executive Chef



Worldchefs Certified Master Chef





Worldchefs Certified Master Pastry Chef



Worldchefs Certified Culinary Educator

## 2.3 GLOBAL HOSPITALITY BADGES

### Team member badges

-  Food & Beverage Service Professional
-  Food & Beverage Service Facilitator
-  Beverage Service Professional
-  Bar Service Professional
-  Reception Professional
-  Reception Host
-  Room Attendant

### Supervisory badges

-  Food & Beverage Supervisor
-  Beverage Supervisor
-  Reception Supervisor
-  Reception Host Supervisor
-  Housekeeping Supervisor

### Manager badges

-  Restaurant Outlet Manager
-  Beverage Manager
-  Reception Manager
-  Head Housekeeper

### Head of Department badges

-  Senior Restaurant Manager
-  Food & Beverage Manager
-  Front of House Manager
-  Executive Head Housekeeper

### Senior Manager badges

-  Restaurant Operations Manager
-  Hotel Operations Manager
-  Restaurant General Manager
-  Hotel General Manager
-  Multi-site Director

### Sommelier badges

-  Junior Sommelier
-  Sommelier
-  Head Sommelier

### Trainer/Educator badges

-  Hospitality Trainer
-  Hospitality Educator

## 2.4 CERTIFICATION HANDBOOKS

Every certification level has a corresponding handbook, called the Certification Handbook. The Certification Handbooks set out the skills, competences and knowledge required to achieve a Global Culinary or Hospitality Badge.

You can view and download the handbooks at [www.worldchefs.org/globalcertification](http://www.worldchefs.org/globalcertification).

## 2.5 CERTIFICATION REQUIREMENTS

To achieve certification through the individual route, you will be required to demonstrate the requirements, relevant to the badge you are looking to apply for, consistently and competently. These requirements are set out in the Certification Handbooks. See **Section 2.4** for more details.

Each badge has three main components:

### 1. Core skills

Core skills are the transferable skills which are required for all job roles, as relevant to the level of responsibility.

Core skills covered in every badge are: communication, working with others, making decisions, solving problems and dealing with pressure, customer service, negotiation, time management, financial skills, resource management and sustainability awareness in the culinary and hospitality industry.

For the managerial and senior level badges, core skills also include people development, staff and performance management and quality control.

### 2. Role specific skills

Role specific skills relate to the job role that the badge is issued against.

### 3. Professional development

Professional development is about the understanding of the culinary and hospitality industry and the progression opportunities available within the sector, relevant to each certification level.

This component also includes learning and training activities undertaken to maintain knowledge, to progress and/or to improve existing skills and working practices.











Under the individual route, the certification requirements are incorporated into a series of tasks you will need to complete as part of your application. See **Section 3.7** for more details on the types of evidence you will need to submit, if you choose to apply.

## 2.6 QUALITY ASSURANCE

All badges are quality assured and certificated by City & Guilds.

### 3. APPLYING FOR GLOBAL HOSPITALITY CERTIFICATION

#### 3.1 THE APPLICATION PROCESS (INDIVIDUAL ROUTE)

- Step 1** **Go to the Global Certification website**  
[www.worldchefs.org/globalcertification](http://www.worldchefs.org/globalcertification)
- 
- Step 2** **Check the certification requirements**
-  Click on the badge which you think reflects your job role and check the skills and competencies you need to have to get that badge. You may need to look at more than one badge to find the one which is right for you
- Step 3** **Select and pay for the right badge**
-  Once you have chosen the badge which is best suited for your skills and experience, make the payment to confirm your registration.
- Step 4** **Look out for your log-in details for the online portal**
-  Once you have paid, you will get an email with your log-in details. Use this email to log into the online portal, called Learning Assistant, to access your application.
- Step 5** **Log into Learning Assistant and check the support resources**
-  Before you start working on your application, make sure you check out the support resources available.
- Step 6** **Prepare your application**
-  Following the instructions and guidance available, provide information and documentation from your day-to-day work and professional experience.
- Step 7** **Submit your application**
-  Make sure you check your work before you submit your application. You can make maximum two submissions.
- Step 8** **Look out for feedback on your application**
-  You will get feedback if anything is missing from your application so that you can make a second, final submission.
- Step 9** **Claim your badge**
-  If your application is successful, you will be issued with your badge which you will need to claim.
- Step 10** **Share your badge**
-  Once you have claimed your badge, you are ready to share your achievement with the world, online.

### 3.2 CHOOSING THE RIGHT CERTIFICATION LEVEL

When applying, make sure you consider the following:

- **Your current employment status** → You must be in employment to be eligible for certification\*.
- **Your day-to-day responsibilities** → The requirements set out in the certification level you have chosen should reflect what you do as part of your daily role\*.

#### IMPORTANT

Your job title may not always match the name of the badge which is right for you. Make sure you read the Certification Handbook(s) relevant to your job role **before applying**. Only choose a certification level which matches your current skills and experience.

If you feel you don't meet all the requirements at that certification level, consider a badge which may be better suited to your current position\*.

### 3.3 ENTRY REQUIREMENTS

To be eligible to apply, you must **(1)** be currently working in a job role\* that requires the skills and competencies for the certification level you have chosen and **(2)** have spent sufficient time in that job role. Sufficient time refers to the amount of time you have worked in a job role, within the industry, in order for you to prove that you are fully competent at that level.

For the Worldchefs Certified Master Chef and Master Pasty Chef badges, specific entry requirements apply.

\* If you have lost your job due to COVID-19 and are currently unemployed, see **Section 3.12** to find out if you are eligible to apply.

### 3.4 NUMBER OF SUBMISSIONS

You can make **two submissions** in total:

- Your **first (original) submission**: This is when you submit your application for the first time.
- Your **second (final) submission**: This is your opportunity to edit and/or add to your application, if your Assessor has raised any queries regarding your evidence after your first (original) submission.

#### IMPORTANT

Once you have applied, you will have access to a comprehensive guide to help you prepare your application. Make sure you read this guide so that your evidence meets all the requirements.

### 3.5 LEARNING ASSISTANT

When applying for certification, you will be asked to upload a collection of evidence in an online portal called Learning Assistant. See **Section 3.7** for more details.

### 3.6 FAST TRACK APPLICATIONS

For details on the Fast Track Route, visit [www.worldchefs.org/certification/fasttrack](http://www.worldchefs.org/certification/fasttrack).



### 3.7 EVIDENCE REQUIREMENTS: FILES TO UPLOAD

As part of your application, you will be asked to upload evidence from your day-to-day work and professional experience. Evidence required will include a range from the following, depending on the certification level you have applied for:

<p>(For chefs only) <b>Recipes for dishes you have prepared</b></p> <p>The Certification Handbook outlines, for each culinary certification level, the type of dishes you will be required to submit recipes for.</p>	
<p>(For chefs only) <b>Close-up photo(s) of the dishes</b> <b>Photos of you holding the dishes</b></p> <p>You will be required to prepare a number of dishes and take two photos of each dish: a close-up photo of the dish and a photo of you holding the dish.</p> <p>Each dish prepared must meet the requirements set out in the Certification Handbook for the certification level you have applied for.</p>	 
<p><b>Photo taken in your workplace</b></p> <p>This may include a photo of you briefing your team, if you are applying for one of the supervisory badges.</p>	
<p><b>Photo of you in work uniform</b></p> <p>This will apply if you are applying for one of the team member level badges.</p>	
<p><b>Evidence of learning or training</b></p> <p>This may include a certificate or other evidence of attendance or participation in relevant training or learning you have completed.</p>	
<p><b>Documentary evidence</b></p> <p>This may include:</p> <ul style="list-style-type: none"> <li>- Recipes, menus, reviews and competition awards (for chefs only)</li> <li>- Compliance certification (for example Food Safety or Health and Safety)</li> <li>- Documentation generated when undertaking your job</li> <li>- Certification that meets the entry requirement (for Worldchefs Master Chef and Master Pastry Chef applications only)</li> </ul>	
<p><b>Witness Testimony</b></p> <p>This form is used to confirm your job-role related skills and competencies. The form is completed by your line manager and the HR manager (or equivalent) where you work.</p>	
<p><b>Ownership Declaration (Confirmation of Business Ownership)</b></p> <p>This form is to be used if run your own business and do not have a manager who could act as your Witness.</p>	

#### IMPORTANT

The number and type of evidence you need to upload depends on the certification level you have applied for. Check and follow the instructions in Learning Assistant, the online application portal.

### 3.8 EVIDENCE REQUIREMENTS: WRITTEN TASKS

As well as uploading a selection of evidence from those outlined in **Section 3.7**, you will also need to complete a number of forms in the online portal.

These forms will cover a range of topics related to your culinary/hospitality skills, experience, key responsibilities, progression and professional development.

### 3.9 LANGUAGE OF APPLICATION

The official language of the application and assessment process is **English**. You will be required to submit all evidence in English. Communication related to your application will also be in English.

If a piece of evidence can only be provided in a language other than English (for example certificate, menu etc), you may upload the original evidence, but make sure you also provide a translated copy. The translation may be done by you, but include the original documentation in your submission, too.

### 3.10 APPLICATION PERIOD

You should aim to complete your application within six months\*. If, for any reason, you need more time, we will ask you to notify us by recording the reasons for the delay in your application.

\*If you have become unemployed due to COVID-19 and are eligible to apply, you will be required to complete your application within three months. See **Section 3.12** for details.

### 3.11 KEY POINTS TO REMEMBER

There are five key points you need to remember before you apply:

1. You must be in employment to be eligible for certification (unless you are unemployed due to COVID-19\*).
2. You must be currently\* working in a job role that requires the skills and competencies for the certification level you have chosen and have spent sufficient time in that job role.
3. You need to provide two key confirmations in your application:
  - When you start working on your application → **Declaration** to confirm that all evidence used in your application is your own work.
  - When you have finished your application → **Contact Diary Entry** to confirm that your application is ready to be assessed.
4. You can make two submissions in total. Make sure you only submit your first (original) submission once you have uploaded all evidence for every task.
5. You must submit everything related to your application in Learning Assistant, the online portal, following the instructions and guidance available.

\*If you have become unemployed due to COVID-19, see **Section 3.12** to find out if you are eligible to apply.

### 3.12 APPLICANTS RECENTLY UNEMPLOYED DUE TO COVID-19

If you have lost your job as a result of COVID-19 and are currently unemployed, you are still eligible to apply, for a limited period, if you meet the following requirements:

- You have lost your most recent culinary or hospitality job within the last six months.
- You have the skills and experience which meet the requirements set out in the relevant Certification Handbook.
- You are able to contact your line manager from your last job and arrange for the Witness Testimony Form to be completed by them and a suitable counter signatory.
- You will complete your application within three months of applying.

#### IMPORTANT

If you do not meet all of the above requirements, do **not** start your application.

## 4. FURTHER INFORMATION

### 4.1 FREQUENTLY ASKED QUESTIONS

We have put together a list of Frequently Asked Questions (FAQs) to help you decide whether you are eligible to apply. You can access these questions on the Global Hospitality Certification website: [www.worldchefs.org/globalcertification](http://www.worldchefs.org/globalcertification).

### 4.2 CONTACTING US

If you have a question which is not covered in the FAQs, use the chat box on the website or send your query to [certification@worldchefs.org](mailto:certification@worldchefs.org).

If you have any feedback for us or you don't agree with the outcome of your application, you can get in touch with us at [certification@worldchefs.org](mailto:certification@worldchefs.org).

Get  
your skills  
recognised  
today