

GLOBAL HOSPITALITY CERTIFICATION

FREQUENTLY ASKED QUESTIONS

IMPORTANT

This document contains a selection of the most Frequently Asked Questions for Global Hospitality Certification.

If your question is not answered here, you can get in touch with us using the 'Send us a message' function on the Global Certification website (www.worldchefs.org/globalcertification) or send us an email at certification@worldchefs.org.

CONTENT

| | |
|--|----------|
| 1. ABOUT THE CERTIFICATION | 4 |
| 1.1. What is Global Hospitality Certification? | 4 |
| 1.2. Why should I get certified?..... | 4 |
| 1.3. What levels of certification are available? | 4 |
| 1.4. Is the certification the same as qualifications offered by culinary/hospitality schools?..... | 4 |
| 1.5. Will my badge expire?..... | 4 |
| 1.6. Are the certification levels registered as qualifications?..... | 5 |
| 1.7. Where can I go and work with my certification?..... | 5 |
| 1.8. Will the certification help me get a job? | 5 |
| 1.9. Do many people hold a Global Certification Badge?..... | 5 |
| 2. ELIGIBILITY REQUIREMENTS (GENERAL) | 6 |
| 2.1. What are the entry requirements? | 6 |
| 2.2. How much experience do I need to have in my current job role before I can apply?..... | 6 |
| 2.3. How do I know which level I should apply for?..... | 6 |
| 2.4. What do the different colours in the Certification Handbooks mean? | 6 |
| 2.5. If I apply, will I need to provide evidence against every skill/competency listed in the Certification Handbook?..... | 7 |
| 2.6. Can I apply if I meet most, but not all of the requirements set out in the Certification Handbook?..... | 7 |
| 2.7. I am currently unemployed, can I apply?..... | 7 |
| 2.8. I am temporarily out of work, because of COVID-19, am I eligible to apply? | 7 |
| 2.9. I am working part-time in a hospitality job role. Can I apply?..... | 7 |
| 2.10. Can I apply for certification if I work in the cruise industry?..... | 7 |
| 2.11. Can students apply for a badge?..... | 7 |
| 2.12. How much professional work experience do I need to have to apply for the Commis Chef badge?..... | 8 |
| 2.13. I have just got a job as an Executive Chef, how long before I can I apply for the Executive Chef badge?..... | 8 |
| 2.14. The Certification Handbook for the Worldchefs Certified Executive Chef badge states 'the holder of this badge is employed as an executive chef, corporate executive chef (or equivalent) or run their own business.' What does 'equivalent' mean?..... | 8 |
| 2.15. I work as a chef in a school, not a hotel, can I apply for certification? | 8 |
| 2.16. I am a chef, but don't have any certificates or degrees. Can I apply for certification? Is it enough for me to provide proof of my skills set?..... | 8 |
| 2.17. I work in the airline catering industry. Can I apply for certification?..... | 8 |

| | |
|--|-----------|
| 3. APPLICATION PROCESS | 9 |
| 3.1. What do I need to do to get certified?..... | 9 |
| 3.2. How do I apply?..... | 9 |
| 3.3. How do I pay for my application?..... | 9 |
| 3.4. What type of evidence will I need to provide in my application?..... | 9 |
| 3.5. Will I get my badge once I have made the payment?..... | 9 |
| 3.6. Do I need to take an exam to get certified?..... | 9 |
| 3.7. Do I need to travel somewhere to be assessed?..... | 9 |
| 3.8. I run my own business and I don't have a line manager. Do I still need to arrange for a Witness Testimony to be completed?..... | 9 |
| 3.9. Who is going to assess my application?..... | 10 |
| 3.10. How long will the application take?..... | 10 |
| 3.11. Is there a time limit to complete my application?..... | 10 |
| 3.12. What happens if I miss some information from my submission?..... | 10 |
| 3.13. Where can I see the evidence requirements?..... | 10 |
| 3.14. Can I apply online?..... | 11 |
| 3.15. Can I apply for the certification from a different country?..... | 11 |
| 3.16. Is the application process the same in different countries?..... | 11 |
| 3.17. Is there a limit on the number of badges I can apply for?..... | 11 |
| 3.18. When I apply, do I need to submit evidence for everything I have done in my career or only what I am doing now, in my current job role?..... | 11 |
| 3.19. I have applied for the wrong level. Can I change across to the correct badge?..... | 11 |
| 3.20. Is there a size limit for the evidence that I need to upload for my application?..... | 11 |
| 3.21. Can I upload videos as evidence?..... | 11 |
| 3.22. Can I upload a video instead of the photos?..... | 12 |
| 3.23. What is the Witness Testimony and who can be a Witness?..... | 12 |
| 3.24. What if I have changed my mind and want a refund?..... | 12 |
| 4. ABOUT DIGITAL BADGES | 13 |
| 4.1. What is a digital badge?..... | 13 |
| 4.2. How is a digital badge different from a certificate?..... | 13 |
| 4.3. How can I show my digital badge to an employer?..... | 13 |
| 4.4. Can I download my badge?..... | 13 |
| 4.5. Can I get a printed certificate with a digital badge?..... | 13 |
| 4.6. When will I receive my badge?..... | 13 |
| 4.7. How will I receive my badge?..... | 13 |
| 4.8. Do I need to pay for the digital badge separately?..... | 13 |
| 4.9. What is Acclaim?..... | 13 |
| 4.10. Is Acclaim a partner to Worldchefs and City & Guilds?..... | 13 |
| 5. SHARING AND USING YOUR BADGE | 14 |
| 5.1. How can I share my badge?..... | 14 |
| 5.2. Who will accept my badge?..... | 14 |
| 5.3. Can I apply for a job abroad using the certification?..... | 14 |
| 5.4. Will employers accept my badge when I apply for a job?..... | 14 |
| 5.5. I have achieved certification, but haven't claimed my badge. What do I need to do?..... | 14 |
| 6. FAST TRACK APPLICATIONS | 15 |
| 6.1. What does the Fast Track application route mean?..... | 15 |
| 6.2. Does the certification recognise other certification such as the ACF certification?..... | 15 |
| 6.3. I hold a valid ACF certification. Do I qualify for the Fast Track route?..... | 15 |
| 6.4. I hold an ACF certification which qualifies for the Fast Track route. What do I need to do to get my Worldchefs certification?..... | 15 |
| 6.5. I hold the Worldchefs Global Master Chefs Certification. Am I eligible to receive a Worldchefs Certified Master Chef badge?..... | 15 |

| | |
|---|-----------|
| 7. APPLICATION FEE | 16 |
| 7.1. Is the certification free?..... | 16 |
| 7.2. How much does it cost to apply?..... | 16 |
| 7.3. Is there a payment plan to help me pay the application fee in instalments?..... | 16 |
| 7.4. What currencies can I make the payment in?..... | 16 |
| 7.5. Does Worldchefs or City & Guilds offer any scholarships to help pay for the certification?..... | 16 |
| 8. LANGUAGE OF THE CERTIFICATION | 17 |
| 8.1. Are the certification handbooks available in a language other than English? | 17 |
| 8.2. My English is not very good. Can I still apply? | 17 |
| 8.3. Will my application be impacted if my answers have grammar mistakes?..... | 17 |
| 8.4. I don't speak any English. How can I apply?..... | 17 |
| 8.5. What device can I use to apply for certification?..... | 17 |
| 8.6. If a piece of my evidence is in a different language, does it have to be officially translated (for example diplomas, certificates etc.)?..... | 17 |
| 8.7. Can I use Google translator to display the text on screen, in the online application portal, in another language?..... | 17 |
| 9. WORLDCHEFS GLOBAL CULINARY BADGES | 18 |
| 9.1. Is the Worldchefs Global Culinary Certification different from the Global Hospitality Certification?..... | 18 |
| 9.2. Why do the current Worldchefs Global Badges look different from those issued originally?.... | 18 |
| 9.3. Is there a difference between the original Worldchefs badges and those available now?..... | 18 |
| 9.4. I hold the original (v1.0) Worldchefs badge. Do I need to apply again for the new version (v2.0)? | 18 |
| 9.5. I am a Worldchefs approved school and my training programme is mapped to the original (v1.0) Worldchefs badges. How can I get access to the updated Worldchefs badges?..... | 18 |
| 9.6. Can I apply for the Culinary Educator and Master Pastry Chef badges as the same time?..... | 18 |
| 9.7. Is there a separate certification for corporate chefs and executive chefs?..... | 18 |
| 9.8. What is the difference between the Certified Pastry Chef and Certified Master Pastry Chef application? Is it just a different designation? | 19 |
| 9.9. I work as a Chef de Cuisine and I think I can meet all the requirements for the Worldchefs Certified Chef de Cuisine badge. Can I apply for this badge directly – without achieving the other badges (Commis Chef, Chef de Partie etc) first?..... | 19 |
| 10. ORGANISATIONS USING GLOBAL CERTIFICATION..... | 20 |
| 10.1. I am an employer and want to get my staff certified. How do I go about it?..... | 20 |
| 10.2. I am a training provider and my students spend time working in the industry as part of their training. Can I offer the badges directly to them? | 20 |
| 11. OTHER QUESTIONS..... | 21 |
| 11.1. I am having problems with making a payment on the website. What should I do? | 21 |
| 11.2. Can I change my personal details once I have applied? | 21 |
| 11.3. Does the certification have an education component in the form of mentoring, coaching, conferences, webinars, online classes, or in-person classes?..... | 21 |
| 11.4. Is the Worldchefs Pre-Commis programme part of Global Certification?..... | 21 |

FREQUENTLY ASKED QUESTIONS

October 2020

1. ABOUT THE CERTIFICATION

1.1. What is Global Hospitality Certification?

The Global Hospitality Certification 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.

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.

1.2. Why should I get certified?

Showcasing what you know, and what you can do, has always been important to building a lifelong career. Global Certification helps you get recognition for the skills and experience you have developed while working in the hospitality industry.

As economies around the world are facing challenging times, with many jobs are at risk, being certified means that you can make your skills visible to others, including your current or future employer, and stand out from the crowd.

1.3. What levels of certification are available?

Global Certification covers the most typical job roles in culinary arts, food and beverage service, front of house and housekeeping, from team member to senior management level.

You can view all the certification levels at www.worldchefs.org/globalcertification.

Each badge has a title which reflects a job role in the industry. Please note that the name of the badge may not always match your job role, so make sure you read the certification requirements before applying. To be eligible for certification, you must be able to demonstrate all the requirements set out in the Certification Handbook.

1.4. Is the certification the same as qualifications offered by culinary/hospitality schools?

No, it's not. When you complete a qualification or a training programmes, you typically learn new skills as you go through the qualification/training programme.

Global Certification is about recognising the skills and experience you already have, in the context of your current job role. In other words, it recognises the level at which you are currently working at.

Those who achieve certification may have completed a training programme and then worked in the industry or they may have learnt everything on the job, through experience.

1.5. Will my badge expire?

No, the Global Culinary/Hospitality Badges don't have an expiry date. Each badge shows the issuing date, so anyone looking at the badge will be able to see when you earned that badge.

1.6. Are the certification levels registered as qualifications?

No, the certification levels are not registered/accredited as qualifications. They form part of a skills recognition framework which has been designed to help address the skills needs of employers. The certification is quality assured and certificated by City & Guilds, one of the world's leading vocational certification bodies.

City & Guilds is an officially recognised awarding organisation in the UK with and has been offering qualifications and skill solutions for over 140 years. City & Guilds issues certificates of achievement to over 4 million people each year to help them into a job, develop in that job and to prepare for their next job.

1.7. Where can I go and work with my certification?

Having a Global Culinary or Hospitality Digital Badge allows you to showcase your skills and experience to employers around the world.

Once you have achieved a badge, you can currently search for job opportunities in seven countries by using the skills tags within your badge. The skills tags are the boxes within the badge content with the key skills listed. If you click on a skills tag, it will link to a selection of job opportunities in the USA, UK, Australia, Brazil, Canada, France, Germany, India and New Zealand. More countries and job engines will be added moving forward.

Worldchefs and City & Guilds are also exploring collaboration opportunities with a number of organisations to help match people looking for a job or a career change with employers. We will provide regular updates as these partnerships develop.

1.8. Will the certification help me get a job?

The certification will help you stand out from the crowd and show future employers that your skills and experience have been certified to an international standard. It will also help you describe what you have learnt while working in the hospitality industry and demonstrate your commitment to continuous professional development. Many employers have told us that they will look favourably on job applicants who have taken the initiative to get their skills certified.

Once you have achieved a badge, you can also search for job opportunities in a number of countries. See the answer to **Question 1.7** for more details.

1.9. Do many people hold a Global Certification Badge?

There are already thousands of people worldwide who have achieved a Global Certification badge. We are delighted to see the interest in the certification, both by individuals and also by employers, as well as the growing number individuals who hold a badge across the world.

2. ELIGIBILITY REQUIREMENTS (GENERAL)

2.1. What are the entry requirements?

You must be working at the level of the certification you are applying for and must have spent sufficient time in your current job role to be able to demonstrate job role competency at the level of certification you have chosen.

If you have lost your job due to COVID-19 in the last six months, you may still be eligible to apply. See **Section 3.12** in the **Introductory Guide**, on the Global Certification website, for details: www.worldchefs.org/globalcertification.

2.2. How much experience do I need to have in my current job role before I can apply?

It all depends on your individual circumstances which can greatly vary.

To qualify, you must have spent sufficient time in your current job role to be able to demonstrate job role competency consistently against the requirements set out in the Certification Handbook for the badge you are interested in.

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.

2.3. How do I know which level I should apply for?

Go to the Global Certification website: www.worldchefs.org/globalcertification.

Here you can look at the badges available and the requirements set out for each badge:

- Click on the badge you are interested in. A small window will appear on the screen.
- Click MORE INFORMATION.
- This will bring up the Certification Handbook for the badge you have chosen to look at. Every badge has a Certification Handbook attached.

In the handbook, check the following:

- Badge description, on the top of the first page, shown in the coloured box. This section summarises the professional background and experience you need to have to be eligible to apply for that badge.
- The rest of the document outlines the skills, knowledge and competencies you need to be able to demonstrate, in your current job role, consistently in order to make a successful application.

You need to be able to meet all the requirements set out in the Certification Handbook.

You may need to look at more than one badge to find the one which is right for you.

Remember, you need to be working at the level of the badge you are applying for.

2.4. What do the different colours in the Certification Handbooks mean?

Each handbook sets out the skills, knowledge and competencies you need to be able to demonstrate consistently in order to get certified at that level:

- The requirements are **shown in black**.
- For each requirement, there are a number of examples provided from a typical work setting. These examples are **shown in blue**. You are expected to be able to evidence that you do most of these examples, as part of your day to day work.*
- Where terms used need to be explained, the explanation is provided **in light blue**.

*Please note that the examples provided in blue are examples only and the list is not exhaustive.

2.5. If I apply, will I need to provide evidence against every skill/competency listed in the Certification Handbook?

In the application, you will be required to demonstrate that you have all the skills and competencies required. However, these skills and competencies have been grouped together into a range of tasks. A single task will often cover several skills/competencies.

2.6. Can I apply if I meet most, but not all of the requirements set out in the Certification Handbook?

You should only apply for a badge if you are certain that you can meet all the requirements. If you feel you don't meet all the requirements, you should look at the badge at the level below. It is your responsibility to choose the badge which is right for you. If you have started working on your application and realise that you have not applied for the right level, you will not be eligible for a refund, so please do take your time to make your decision before applying.

2.7. I am currently unemployed, can I apply?

To be eligible for certification, you need to be working at the certification level you are applying for. However, in response to the impact of COVID-19 on the hospitality industry globally, we have introduced additional measures to enable those who have lost their job due to the pandemic to apply for certification – provided that they can meet the eligibility requirements.

If you are unemployed, check **Section 3.12** in the **Introductory Guide** to find out if you are eligible to apply. The Guide can be downloaded on the Global Certification website:

www.worldchefs.org/globalcertification.

2.8. I am temporarily out of work, because of COVID-19, am I eligible to apply?

If you are still employed/contracted, work in a job role which meets the requirements for certification and are able to get in touch with your employers, you are eligible to apply. As part of your application, you will be required to get in touch with your line manager and ask them and a counter signatory to complete a Witness Testimony. See the **Introductory Guide** for more details.

2.9. I am working part-time in a hospitality job role. Can I apply?

Yes, you can, as long as you can demonstrate sufficient job role competency at the certification level you have applied for. The time you have spent in your job role needs to be proportionally longer compared to someone who is working full-time in the same or similar position.

2.10. Can I apply for certification if I work in the cruise industry?

If you are able to demonstrate in your current job role that you meet the requirements set out in the Certification Handbook, yes, you can apply for certification. There are a number of individuals who work in the cruise industry and have already achieved certification.

2.11. Can students apply for a badge?

Applicants must be able to demonstrate job role competency at the level of certification they have applied for. Whether students are eligible to apply would depend on the level of the qualification they are studying for and the level of experience they have working in the industry – ie the length of time they have spent in the industry, the type of job they are doing and the level of responsibility they had in their job role.

If you are a training provider and offer a training programme which has industry-based work experience integrated, you may be interested in having your training programme mapped to Global Certification. Feel free to contact us for more details at certification@worldchefs.org.

QUESTIONS SPECIFIC TO APPLYING FOR A CULINARY BADGE

2.12. How much professional work experience do I need to have to apply for the Commis Chef badge?

When you apply, you will be required to show that you have spent sufficient time working as a Commie Chef and demonstrated the skill and competencies set out in the Commis Chef Certification Handbook.

Individual circumstances will be different, but – as a generic guidance – we would expect that you have successfully completed your employer’s probation / induction / trial period and have been confirmed in the job role.

2.13. I have just got a job as an Executive Chef, how long before I can I apply for the Executive Chef badge?

It depends on your current job role and your professional experience. Check the requirements set out in the Certification Handbook to see if you can provide sufficient evidence of the skills and competencies required in your current job.

Your current line manager and HR manager will also be asked to confirm that they have seen you displaying the skills and competencies required – which they will only be able to do once they have worked with you for long enough.

2.14. The Certification Handbook for the Worldchefs Certified Executive Chef badge states ‘the holder of this badge is employed as an executive chef, corporate executive chef (or equivalent) or run their own business.’ What does ‘equivalent’ mean?

‘Equivalent’ refers to a culinary position which may have a different name (title), but requires the same range of skills, competencies and responsibilities as the requirements set out for the Worldchefs Certified Executive Chef certification level. Examples may include consultant chef, head of culinary operations, private chef overseeing multiple culinary outlets etc.

2.15. I work as a chef in a school, not a hotel, can I apply for certification?

We do not limit the work settings that the certification can be applied in as long as applicants are able to demonstrate that they meet all the requirements set out in the Certification Handbook. In particular please check that you can meet all the requirements related to dishes including, but not limited to, doing plated service.

All applications are looked at on an individual basis and settings other than hotels, restaurants and private or event catering may also be acceptable. If you would like to check whether your specific work environment is suitable before applying, you may contact us at certification@worldchefs.org.

2.16. I am a chef, but don't have any certificates or degrees. Can I apply for certification? Is it enough for me to provide proof of my skills set?

Absolutely. Global Certification has been launched to allow individuals to seek formal recognition for the skills and experience they have gained while working in the hospitality industry.

The important thing is to make sure that you apply for the certification level which is right for you, so read the Certification Handbooks and select the level where you can meet all the requirements.

2.17. I work in the airline catering industry. Can I apply for certification?

If you are working in airline catering and, as part of your job role, you are able to meet all the requirements, yes, you are eligible to apply. We are also exploring the demand for a badge in Food Production for a future release.

3. APPLICATION PROCESS

3.1. What do I need to do to get certified?

Please refer to the **Introductory Guide** for more details.

3.2. How do I apply?

See **Question 2.3** on how to select the badge that's right for you.

Once you have found the right badge, click APPLY NOW to make the payment.

Once payment has been confirmed, you will receive your log-in details in the Welcome Email from Learning Assistant – the online application portal.

Follow the instructions in this email to log in. Please note that when you log in for the first time, you will need to use the 'first time log-in' link in the Welcome Email.

3.3. How do I pay for my application?

You will need to make the payment online, on the Global Certification homepage:
www.worldchefs.org/globalcertification.

Once you have found the badge that's right for you, you will need to use the APPLY NOW button to make the payment.

3.4. What type of evidence will I need to provide in my application?

Please refer to **Section 3.7** of the **Introductory Guide** for an overview of the type of evidence you will need to provide.

Once you have paid and have logged into the online application portal, you will have access to detailed guidance on what evidence you need to provide and how.

3.5. Will I get my badge once I have made the payment?

No. You will need to complete an application process first. You will be issued with a badge if your application is successful.

3.6. Do I need to take an exam to get certified?

No, you don't. You will be asked to prepare a portfolio of evidence from your day-to-day work to show your skills and experience. Please refer to the **Introductory Guide** for more details.

3.7. Do I need to travel somewhere to be assessed?

No, you don't. You can complete the application online. The evidence required will be generated from your day-to-day work.

3.8. I run my own business and I don't have a line manager. Do I still need to arrange for a Witness Testimony to be completed?

If you run your own business, you will need to complete a Declaration of Business Ownership Form, instead of the Witness Testimony. Please refer to the **Introductory Guide** for more details.

3.9. Who is going to assess my application?

Your application will be assessed by an independent industry expert who will be assigned to you once you have applied (ie made the payment and logged into the online portal).

The work of the Assessors is managed and quality assured by City & Guilds.

3.10. How long will the application take?

It depends on how long it takes for you to gather all the evidence required and whether your first (original) submission meets all the requirements.

If you are asked to make a second (final) submission, it will also depend on how long it takes for you to respond to the feedback you have receive from your Assessor.

Once you have made your first (original) submission, your Assessors will provide feedback within five working days. Feedback on your second (final) submission, if you are required to make one, will also be provided in five working days.

Make sure that you complete all tasks fully before you submit your application. If your application is incomplete, it will be returned to you for further action.

3.11. Is there a time limit to complete my application?

You have six months to complete your application. If you require more time, or there has been a change in your circumstances, please get in touch with us so that we can extend your application window.

3.12. What happens if I miss some information from my submission?

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.

We strongly encourage you to take your time with the first (original) submission and check all your evidence before confirming that your application is ready to be assessed.

3.13. Where can I see the evidence requirements?

You will be able to see the detailed evidence requirements once you have paid the application fee and have logged into the online application portal called Learning Assistant. Here, you will also have access to detailed guidance on how to prepare your evidence and submit your application

If you have picked the certification level which is right for you, you will be able to gather the evidence required from your day-to-day work and based on your experience in that job role.

Before you apply, make sure that you read the Certification Handbook(s) in detail. Only choose a certification level which matches your 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.

You are also advised to read the **Introductory Guide** for more details on the type of evidence you will be required to submit.

3.14. Can I apply online?

Yes, the application process is fully online. The evidence that you will be required to submit will be generated in your workplace and based on the experience you have working in your current job role.

3.15. Can I apply for the certification from a different country?

Yes, you can. You can apply in any country as long as you have access to the internet and are able to make online payment.

3.16. Is the application process the same in different countries?

Yes, it is. Applicants around the world all need to meet the same requirements and go through the exact same application process. For more details, please visit www.worldchefs.org/globalcertification.

3.17. Is there a limit on the number of badges I can apply for?

There is no limit on the number of badges you can earn as long as you meet the relevant requirements. The requirements for Global Certification are directly related to job roles, so most people will be eligible to apply for one badge at a time.

You may be eligible to apply for two badges if you have training/educator responsibilities alongside your main role and can meet the related requirements for both badges.

Also, as you progress through your career, you can become eligible to apply for the next badge which may be linked to a higher level of responsibility or potentially in a different pathway.

3.18. When I apply, do I need to submit evidence for everything I have done in my career or only what I am doing now, in my current job role?

Evidence you will be required to submit as part of your application will relate to the certification level you have applied for. If you have recently changed job and your previous position was at the same level as your current one, you may use evidence from your current and previous roles.

Evidence that you submit must be current, and relevant to the level of certification you have applied for and meet the related requirements.

3.19. I have applied for the wrong level. Can I change across to the correct badge?

Yes, you can. Get in touch with us within two weeks of applying and we can transfer your application to the correct level provided you haven't made a start on your application.

If the correct level is more expensive, you will be asked to pay the difference before you can be transferred. We will provide you with guidance on how to make this payment once you make contact. You can contact us using the 'Send us a message' function on the website or using email address certification@worldchefs.org.

3.20. Is there a size limit for the evidence that I need to upload for my application?

The size limit per piece of evidence is 150MB. Please try to keep the size of your evidence as small as possible as it will make the uploading process quicker.

3.21. Can I upload videos as evidence?

The application is not asking for video evidence. If you wish to share a link to a video as supplementary evidence, please include a link to that video whenever possible (instead of uploading the file into your Evidence Folder).

3.22. Can I upload a video instead of the photos?

Where the application is asking for a photo (or photos) to be uploaded, please do not replace the photo(s) with a video.

3.23. What is the Witness Testimony and who can be a Witness?

The Witness Testimony is a form which confirms that you, as the applicant, has demonstrated the skills and behaviours required for certification competently and consistently. It is completed by the person who is your Witness and a counter signatory.

To be your Witness, the Witness needs to meet the following eligibility requirements:

- Be your line manager or hold a position senior level to yours
- Have a background within the hospitality industry
- Have directly observed you and your practices in the workplace.

The Witness Testimony also requires a counter signature by the General Manager or HR Manager of the operation (or their equivalent).

If you run your own business, you will be required to submit a Declaration of Business Ownership, instead of the Witness Testimony.

3.24. What if I have changed my mind and want a refund?

If you change your mind and haven't started your application, you are eligible to request a refund within one week of applying.

Please note that we will need to deduct any third party processing fees that were applied when you made the original only payment (for example bank transfer fee and difference in the exchange rate).

If you have started to work on your application, and then request a refund, an additional administration fee of GBP30 will apply.

4. ABOUT DIGITAL BADGES

4.1. What is a digital badge?

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

4.2. How is a digital badge different from a certificate?

A digital badge is like an electronic certificate, with added features. It is more secure, has a unique link embedded and can be shared and verified instantly online.

4.3. How can I show my digital badge to an employer?

You can display your badge using social media, such as Facebook, LinkedIn and Twitter. You can also add your badge to your email signature or copy the unique link into your CV.

4.4. Can I download my badge?

Badges are designed to be shared online. Later this year, we will be introducing a new exciting feature which will allow you to download a personalised pdf certificate for your badge.

4.5. Can I get a printed certificate with a digital badge?

We will be introducing a new exciting feature later this year which will allow you to download a pdf certificate for your badge.

4.6. When will I receive my badge?

Your badge is issued as soon as the final outcome of your application has been confirmed as successful.

4.7. How will I receive my badge?

You will receive an email notification that your badge has been issued. You will need to use a link in this email to claim your badge.

When you receive your first badge, you will be prompted to create your own, free, online account in a platform called Acclaim. This account will allow you to access and share your badge(s). If you already have an Acclaim account, you will just need to log in to claim your badge.

4.8. Do I need to pay for the digital badge separately?

No, the digital badge is included in the application fee.

4.9. What is Acclaim?

Acclaim is the badge issuing platform. When you receive your first badge, you will be asked to set up an account on Acclaim so that you can claim and share your badges. Opening an Acclaim account is free and it is yours for a lifetime.

4.10. Is Acclaim a partner to Worldchefs and City & Guilds?

Acclaim is the badge issuing platform operated by a company called Credly, the badge issuing partner of City & Guilds and Worldchefs. Credly is the largest issuer of digital credentials in the world. Thousands of education institutions, industry associations, employers, and workforce development programmes currently issue badges through Credly's platform in over 195 countries.

5. SHARING AND USING YOUR BADGE

5.1. How can I share my badge?

You can watch the following support video:

<https://support.youracclaim.com/hc/en-us/articles/360021222231-How-do-I-manage-and-share-my-Acclaim-badge->.

5.2. Who will accept my badge?

If you hold a Global Certification Badge, it shows to an employer that your skills and experience have been certified to an international standard, set by the industry.

Employers value the Global Certification Badges as they give a clear indication of the type and level of job role you have been worked in. It also shows them your commitment to learning and continuous professional development.

5.3. Can I apply for a job abroad using the certification?

Yes, you can. You can use your badge in the same way as a certificate. It shows to your future employer the level at which your skills and experience have been certified at.

5.4. Will employers accept my badge when I apply for a job?

It is the employers' decision what certification they accept when recruiting.

We do know that there is a need to help make skills and experience more visible to employers which is the main reason we have launched Global Certification.

We are also working on a number of exciting developments to embed Global Certification into global recruitment processes – more details will follow later this year.

5.5. I have achieved certification, but haven't claimed my badge. What do I need to do?

Send your details to certification@worldchefs.org. We can then verify our records and, if confirmed, we will re-send the link which will allow you to claim your badge. Please note that this link will be sent to the email address that the original badge was issued to.

6. FAST TRACK APPLICATIONS

6.1. What does the Fast Track application route mean?

To see the list of certifications/qualifications accepted for the Fast Track Route, visit www.worldchefs.org/certification/fasttrack.

6.2. Does the certification recognise other certification such as the ACF certification?

Yes. For more details, visit www.worldchefs.org/certification/fasttrack.

If you are from an organisation responsible for operating a national or industry certification and are interested in having your certification mapped to the Global Certification, feel free to contact us at certification@worldchefs.org.

6.3. I hold a valid ACF certification. Do I qualify for the Fast Track route?

Check our website to find out which levels of the ACF Certification qualify for the Fast Track Route: www.worldchefs.org/certification/fasttrack.

6.4. I hold an ACF certification which qualifies for the Fast Track route. What do I need to do to get my Worldchefs certification?

First, make sure that your ACF certification is valid. Then go to the Fast Track website and follow the instruction to apply: www.worldchefs.org/certification/fasttrack.

We will send you instructions on how to make the payment for the application fee. Once your payment has been processed, we will send you your log-in details for your Fast Track application.

Within the online application platform, you will be asked to submit a copy of your ACF certification and complete a short written task.

6.5. I hold the Worldchefs Global Master Chefs Certification. Am I eligible to receive a Worldchefs Certified Master Chef badge?

If you are still working as a chef at Executive level or equivalent, you are eligible to apply for the Worldchefs Certified Master Chef badge, using the Fast Track route. Please contact us for details at certification@worldchefs.org or using the 'Send us a message' function on the website.

7. APPLICATION FEE

7.1. Is the certification free?

No, there is an application fee for each certification level.

7.2. How much does it cost to apply?

You can check the application fees at www.worldchefs.org/globalcertification.

Click on the badge you are interested in and you will see the fee displayed in GBP. Fees vary depending on the level of the job role the badge represents.

7.3. Is there a payment plan to help me pay the application fee in instalments?

Unfortunately, there isn't. The application fee is payable in one amount.

7.4. What currencies can I make the payment in?

The payment is taken in GBP. Please check with your bank/card issuer regarding exchange rate and any charges that may apply.

7.5. Does Worldchefs or City & Guilds offer any scholarships to help pay for the certification?

Unfortunately, we don't operate a scholarship scheme for Global Certification. However, in some countries, for example the Republic of Ireland and the UK (Liverpool), we have worked with partner organisations and government agencies to incorporate Global Certification into the local or national skills strategy. These initiatives have allowed us to release a number of applications, free of charge, to those working in the hospitality industry.

We are interested in hearing from organisations who are involved in the up-skilling of the hospitality workforce and would like to explore how the Global Certification could be part of a solution. Please contact us at certification@worldchefs.org if you wish to discuss options available.

8. LANGUAGE OF THE CERTIFICATION

8.1. Are the certification handbooks available in a language other than English?

No, the official language of the certification is English.

8.2. My English is not very good. Can I still apply?

Yes. As long as you can understand the requirements set out in the Certification Handbooks and the tasks and you can answer the questions in English.

8.3. Will my application be impacted if my answers have grammar mistakes?

No, it won't, as long as the Assessor can understand the answers and evidence you have submitted. There are many applicants whose first language is not English and who have achieved certification.

8.4. I don't speak any English. How can I apply?

As the application process is in English, you need to be able to communicate in English to a level which allows you to understand the requirements, the instructions and the tasks. You also need to understand and respond to the feedback provided by your Assessor in English.

8.5. What device can I use to apply for certification?

The online portal can be accessed on multiple devices laptops, computers, smartphones or tablets. It is easiest to access it on a computer or laptop due to the screen resolution. Recommended browsers include Internet Explorer, Google Chrome, Microsoft Edge, and Safari to name a few.

8.6. If a piece of my evidence is in a different language, does it have to be officially translated (for example diplomas, certificates etc.)?

No, you may provide your own translation, but please make sure it is fully accurate as it will be verified. Please also make sure that you provide a copy of the original documentation in your application.

8.7. Can I use Google translator to display the text on screen, in the online application portal, in another language?

The official language of the certification is English and we can only take responsibility for information displayed and communicated in English. We understand that a number of applicants, whose first language is not English, have used online translators to double check their understanding of the tasks.

9. WORLDCHEFS GLOBAL CULINARY BADGES

9.1. Is the Worldchefs Global Culinary Certification different from the Global Hospitality Certification?

The Worldchefs Global Culinary Certification is part of the Global Hospitality Certification.

The Worldchefs Certification covers all the culinary badges and was the first phase of the Global Certification project.

Building on the success of the Worldchefs Certification, City & Guilds and Worldchefs worked with employers to extend the certification to cover hospitality job roles in food and beverage service, front of house and housekeeping.

9.2. Why do the current Worldchefs Global Badges look different from those issued originally?

In 2019, Worldchefs updated the certification requirements in line with the new hospitality badges which were launched by City & Guilds, the quality assurance and certification partner for the Worldchefs Global Certification.

The original (version 1.0) Worldchefs badges have six sides, the updated (v2.0) badges have eight sides. The title of the Commis Chef badge has also been changed from Worldchefs Certified Professional Cook (Commis Chef) to Worldchefs Certified Commis Chef.

9.3. Is there a difference between the original Worldchefs badges and those available now?

The certification requirements have been updated. The current (v2.0) Worldchefs badges include a few additional topics, such as guest service and satisfaction, sustainability awareness and understanding progression opportunities within the sector.

9.4. I hold the original (v1.0) Worldchefs badge. Do I need to apply again for the new version (v2.0)?

It's entirely up to you. The Worldchefs badges don't expire, so the original (v1.0) badge you earned is still valid.

If, however, you have progressed in your career or if you would like to have a more recent confirmation of your skills and experience, it may be a good idea as it will show your commitment to your professional development.

9.5. I am a Worldchefs approved school and my training programme is mapped to the original (v1.0) Worldchefs badges. How can I get access to the updated Worldchefs badges?

Please get in touch with the Worldchefs Director of Education at certification@worldchefs.org to discuss details.

9.6. Can I apply for the Culinary Educator and Master Pastry Chef badges as the same time?

If you meet the requirements for both levels of certification, yes, you can. Please remember that a separate application fee will apply for each application.

9.7. Is there a separate certification for corporate chefs and executive chefs?

No, there isn't. The Global Culinary Certification has the Worldchefs Certified Executive Chef certification level. Many corporate chefs operate at this level and, if they meet the certification requirements, they can apply for certification as a Worldchefs Certified Executive Chef.

9.8. What is the difference between the Certified Pastry Chef and Certified Master Pastry Chef application? Is it just a different designation?

The Certified Pastry Chef and Certified Master Pastry Chef are two different certification levels. The Master Pastry Chef is a higher level of certification than the Pastry Chef.

Applicants at the Master Pastry Chef level must hold a Worldchefs Certified Pastry Chef badge or equivalent, for example the American Culinary Federation Certified Executive Pastry Culinarian, to be eligible to apply.

The level of knowledge, skills and evidence of professional development required is also different at the two certification levels. Key differences include, but are not limited to, the type of pastry, baking and dessert products/dishes applicants are required to produce: at the Master Pastry Chef certification level the products/dishes produced must be signature products and dishes.

You can download both handbooks and check for the differences in the requirements. Please remember that you need to be able to meet all requirements outlined.

If you apply for the Master Pastry Chef level using a Worldchefs Certified Pastry Chef certification, you will be exempt from the requirements which have already been covered at the Pastry Chef level. Details are provided in the Certification Handbooks.

9.9. I work as a Chef de Cuisine and I think I can meet all the requirements for the Worldchefs Certified Chef de Cuisine badge. Can I apply for this badge directly – without achieving the other badges (Commis Chef, Chef de Partie etc) first?

Yes, you can apply directly for the badge which reflect the job role you currently do. There is no requirement for you to hold the lower level badges.

10. ORGANISATIONS USING GLOBAL CERTIFICATION

10.1. I am an employer and want to get my staff certified. How do I go about it?

Please contact us using the 'Send us a message' function on the website and we will get in touch to discuss options available to you.

As an employer, you could opt to purchase a package of badges at a special rate.

We also have a separate process for employers who are interested in embedding Global Certification into their operations, as part of their performance management system.

10.2. I am a training provider and my students spend time working in the industry as part of their training. Can I offer the badges directly to them?

We have a process for training providers to map their culinary and/or hospitality programme to Global Certification.

Please contact us on the chat line or at certification@worldchefs.org so that we can discuss options available to you.

11. OTHER QUESTIONS

11.1. I am having problems with making a payment on the website. What should I do?

If you are unable to make a payment or experience any other technical difficulties, please use the 'Send us a message' function on the website (www.worldchefs.org/globalcertification) as this is the quickest way to get in touch with us.

Alternatively, you can send us an email at certification@worldchefs.org.

11.2. Can I change my personal details once I have applied?

Certain details, such as your name, date of birth or gender, become locked once you have applied, for security reasons.

If you made an error when applying, please send us an email explaining what needs to be changed. digitalsupport@cityandguilds.com.

We will let you know if there is any further supporting evidence required to be able to make the change in the system.

11.3. Does the certification have an education component in the form of mentoring, coaching, conferences, webinars, online classes, or in-person classes?

The certification requirements include, at every certification level, evidence of professional development. This means that applicants need to demonstrate that they have kept their skills and knowledge up-to-date.

Professional development can be shown in many ways and applicants are free to submit a wide range of evidence to demonstrate their learning and development.

There are also number of education initiatives by Worldchefs which can be accessed on their website at www.worldchefs.org.

11.4. Is the Worldchefs Pre-Commis programme part of Global Certification?

The Worldchefs Pre-Commis programme can be a useful part of preparation for someone who is looking to become a Commis Chef.

It is not part of Global Certification because Global Certification is about certifying the skills and experience of culinary and hospitality professionals who are already working at the level of certification they have applied for.

[end]