

SOCIAL AND PERSONAL SERVICES

Pâtisserie and Confectionery



WorldSkills Occupational Standards

WorldSkills Occupational Standards (WSOS)

The name of the occupation is

Pâtisserie and Confectionery

Description of the associated work role(s) or occupation(s)

The Pâtisserie and Confectionery trades have highly skilled professionals who produce a wide range of intricate and predominantly sweet items. They produce various confectionery products such as hand finished chocolates, candies, and petits fours for service in hotels and restaurants or for retail in specialist shops and outlets.

Pâtissiers/Confectioners produce a full range of hot and cold desserts, cakes, biscuits, and iced products for service in luxury/boutique hotels, restaurants, and pastry shops for retail sale. They may also produce elaborate display pieces using chocolate, sugar, ice, marzipan, or other decorative materials and ingredients. Some may specialize in producing decorated and themed cakes for special events.

A high degree of specialist knowledge and skill is required.

Pâtissiers/Confectioners will have undergone years of training in order for them to develop the levels of skill required. They are proficient in a wide range of specialist techniques to produce and decorate confectionery and sweet items. An artistic talent and gastronomic flair are required alongside the ability to work effectively and economically to achieve outstanding results within set timeframes, budgets and dietary constraints.

In some circumstances the Pâtissiers/Confectioners will need to work directly with clients, so good customer service skills are required alongside the ability to discuss a client's needs and to offer advice and guidance. The ability to work on their own initiative is essential.

The Expert practitioner will work using a range of specialist equipment and materials. The

Pâtissiers/Confectioners must take account of the quality of ingredients, respect those ingredients, and work to high levels of food hygiene and health and safety.

Pâtissiers/Confectioners are likely to work in high class hotels and restaurants. In some countries it is often the case that specialist retail shops sell hand-made and decorated pastry products, cakes and confectionery will use the skills of the Pâtissiers/Confectioners. Some professionals may work on a self-employed basis and work directly to client's briefs for specialist products.

General notes on the WSOS

The WSOS specifies the knowledge, understanding, and specific skills that underpin international best practice in technical and vocational performance. It should reflect a shared global understanding of what the associated work role(s) or occupation(s) represent for industry and business (www.worldskills.org/WSOS).

The skill competition is intended to reflect international best practice as described by the WSOS, and to the extent that it is able to. The Standard is therefore a guide to the required training and preparation for the skill competition.

In the skill competition the assessment of knowledge and understanding will take place through the assessment of performance. There will only be separate tests of knowledge and understanding where there is an overwhelming reason for these.

The Standard is divided into distinct sections with headings and reference numbers added.

Each section is assigned a percentage of the total marks to indicate its relative importance within the Standards. This is often referred to as the “weighting”. The sum of all the percentage marks is 100. The weightings determine the distribution of marks within the Marking Scheme.

Through the Test Project, the Marking Scheme will assess only those skills that are set out in the Standards Specification. They will reflect the Standards as comprehensively as possible within the constraints of the skill competition.

The Marking Scheme will follow the allocation of marks within the Standards to the extent practically possible. A variation of up to five percent is allowed, provided that this does not distort the weightings assigned by the Standards.

WorldSkills Occupational Standards

Section	Relative importance (%)
1 Work organization and management	12

The individual needs to know and understand:

- Basic principles involved in accurately combining ingredients to achieve optimum results and troubleshooting when results are not as planned.
- The manipulation of raw materials through production techniques
- Range of ingredients used in pastry work and confectionery including seasons, availability, costs, storage, and use
- Colour applications, taste combinations and texture co-ordination
- Finesse and artistic appreciation in finishing products
- The importance of minimization of waste and of sustainability and respect for all ingredients
- The importance of effective teamwork and effective communication within the team and with customers
- Responsiveness to unexpected situations and demands
- Planning for good time management

The individual shall be able to:

- Check and prepare tools and equipment to maximize workflow and efficiency
- Prioritize and plan work effectively to work within a given timeframe
- Show respect for raw materials and finished goods
- Use ingredients cost effectively and to minimize waste
- Pre-order goods and materials accurately for planned work
- Demonstrate inspiration, gastronomic flair and innovation in design and work techniques
- Work within given themes
- Follow detailed written and verbal instructions and copy from images
- Produce portfolios for clients that include images of products and methods of making and presentation, along with visionary statements if requested
- React professionally and effectively to unexpected situations and requests
- Formulate and substitute other ingredients to overcome unforeseen shortages
- Communicate effectively with colleagues, teams, and clients
- Produce a varied range of products within given timeframes and present at stipulated times

Section	Relative importance (%)
2 Food hygiene and health (including dietary), safety, and environment	8

The individual needs to know and understand:

- Requirements for health including dietary and allergens, safety, and environment, food hygiene and legislation relating to the production, display, and sale of products
- Legislation and good practice relating to the use and care of speciality tools and equipment and safe working methods
- The causes of deterioration of food
- Quality indicators for fresh, preserved, and dry goods
- Safe temperature zones for production and service

The individual shall be able to:

- Work hygienically, taking responsibility for regulations for food storage, preparation, cooking, and service
- Respond effectively to overcome adverse environmental conditions which may not be as expected
- Pay attention to own cleanliness and appearance at all times
- Observe all safety processes and requirements in relation to dietary and allergy information
- Prepare accurate menus and account for obligatory declarations such as dietary and allergy information
- Ensure all work areas and equipment are cleaned to the highest standards and equipment is replaced
- Work safely and uphold accident prevention regulations
- Use tools and equipment safely and within manufacturers' instructions
- Store all commodities and made products safely and hygienically
- Observe service temperatures of all products during production and service, to maintain health and safety

3 Cakes, gateaux, and entremets	14
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The individual needs to know and understand:

- A comprehensive range of cakes, gateaux, and entremets, classical and contemporary
- Methods of production, storage, and presentation of cakes, gateaux, and entremets
- Specialist tools used in the production of cakes, gateaux, and entremets
- The range of ingredients used to produce and decorate cakes, gateaux, and entremets
- Variances in international customs and practices and dietary considerations
- Different expectations and definitions relating to cakes, gateaux, and entremets
- Optimum temperatures for consumption

Section	Relative importance (%)
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The individual shall be able to:

- Produce a comprehensive range of cakes using various techniques, types of cake and decorations
- Construct and finish a comprehensive range of gateaux demonstrating flair and innovation
- Produce a comprehensive range of entremets effectively incorporating such layers as sponge, biscuit, creams, custards, ganache, jellies, mousses, fruits etc.
- Produce cakes, gateaux, and entremets to a high quality for taste with appropriate combinations, texture, presentation, and decoration
- Ensure yield products are of consistent and accurate size, weight, quality, and appearance, taking account of portion control and costs and minimizing waste
- Combine tastes, textures, and colours effectively
- Present cakes, gateaux, and entremets to maximize appeal and to be appropriate for the occasion, environment, and style of service and within set times
- Serve all cakes at safe and appealing temperatures for consumption

4 Hot, cold, iced and plated desserts	13
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The individual needs to know and understand:

- A comprehensive range of classical and contemporary hot, cold, and iced desserts including methods of production, ingredients, alternative presentations, and costs of production
- Allergies and dietary restrictions
- The range of ingredients used to produce hot, cold, iced, and plated desserts, storage seasons, availability, and costs
- How hot, cold, iced, and plated desserts can be presented and safely served in a range of settings and occasions to reflect traditional/classical and contemporary trends
- The use and impact of raising agents including yeast, baking powder, egg whites, and any innovative, modern commodities
- The range and scope of hot, cold, iced, and plated dessert products
- Waste management when producing and serving hot, cold, iced, and plated desserts

Section	Relative importance (%)
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The individual shall be able to:

- Produce a comprehensive range of hot, cold, and iced desserts to a consistently high standard with or without allergens and other dietary considerations
- Use appropriate cooking methods and ensure all products are safe and desirable to eat
- Present plated desserts that are tidy, appropriately flavoured, and textured, well-co-ordinated, innovative, and balanced
- Present desserts for service for a range of settings and occasions such as street-food concepts, buffets, banquets and for fine dining
- Produce hot, cold, iced, and plated desserts within time constraints and to a consistently high standard
- Follow instructions, recipes, and dish specifications in order to produce desserts spontaneously by applying prior experience and knowledge
- React to ingredient shortages or changes and supplement appropriately
- safeguard against over-production
- utilize excess with other products
- Use methods which are feasible to the equipment available
- Present at optimum safe temperatures

5 Confectionery and chocolate	13
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The individual needs to know and understand:

- Range of chocolate and confectionery items and relative H&S requirements
- The methods of tempering chocolate couverture by manual techniques
- The types, qualities, and uses of various chocolate couverture and chocolate products
- The principle of producing a range of sugar-based products, such as fruit jelly, marshmallow, nougat, nougatine, or any other specialities with a variety of sugars and sugar replacements to respond to dietary needs
- Sustainability and ethics of chocolate sources
- Safety issues when handling hot sugar products
- Dietary and allergen information about the ingredients being used to produce confectionery and chocolates and effective substitution possibilities

Section	Relative importance (%)
<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Temper chocolate couvertures in order to produce a product with shine and “snap” that does not show signs of fat or sugar bloom • Work with dark, milk, and white chocolate couvertures effectively and economically within limited timescales • Pipe, fill, layer, cut etc. chocolates and confectionery of even size and character • Combine and co-ordinate textures and tastes • Dip and coat products using hand dipping forks to achieve neat and fine coverings • Use moulds to achieve acceptable lining and capping • Produce and use ganache effectively • Present confectionery and chocolates with style for service or sale • Store confectionery, chocolate and chocolate ingredients and products to maximize life and quality • Produce and use decorations appropriately including caramelized and candied fruits, nuts, herbs, and chocolate shapes (piped, cut, moulded etc) • Accurately produce chocolates and confectionery to specific weights and sizes and quantity. • Minimize and care for waste • Produce and present a range of confectionery products using a variety of skills and ingredients and pay attention to any overriding dietary factors • Accommodate unexpected requests and plan work accordingly • Work systematically and safely with hot products • Ensure all Health, Safety and Hygiene requirements are followed 	
6 Miniatures, individual cakes, and petits fours	13

The individual needs to know and understand:

- A comprehensive range of products, ingredients including dietary and allergy information, techniques, and methods of presentation for miniatures, small cakes, and petits fours
- Types of pastries, cakes, sponges etc. and their use in the production and presentation of individual cakes, pastries, miniatures, and petits fours
- The use of raising agents for the production of miniatures, individual cakes, and pastries
- Specialist tools and equipment used in producing miniatures, individual cakes, and pastries and petits fours
- Storage and display of miniatures, individual cakes, pastries, and petits fours
- The importance of portion control in a commercial catering operation
- Hand piping and preparing products when moulds are not available

Section	Relative importance (%)
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The individual shall be able to:

- Produce a comprehensive range of pastries and use them appropriately including puff, short, choux, sweet, sable, etc.
- Produce a comprehensive range of individual cakes, biscuits and petits fours
- Produce finished products within a brief to consistent and accurate quality, weight, and size within set timeframes
- Produce miniatures, individual cakes, and petits fours based on sweet biscuits and cake combinations including:
 - Dry cakes and pastries;
 - Glazed and coated cakes and pastries;
 - Mousses;
 - Variety of fillings: sponge, crunchy, creams, jellies etc;
 - Decorations;
 - Fruits
- Present miniatures, individual cakes, and petits fours accordingly to market demands
- Handle piping bag and tubes to produce and present individual products consistently

7	Presentation pieces	14
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The individual needs to know and understand:

- The impact of a display or presentation piece
- The situations where a presentation piece may be used
- The impact of the environment (exposure to heat, light, exposure to dampness) on a presentation piece
- The range of materials, tools and techniques that can be used to produce a presentation piece
- Specific safety issues relating to sugar work and the handling of specialist equipment
- How to achieve dramatic and adept results without relying on specialist-made moulds

The individual shall be able to:

- Creative designs that reflect personal style or assigned to them and produce elegance with neat forms and finishing
- Design presentation pieces demonstrating artistic flair, innovation whilst taking account of the client's needs and any restrictions related to the venue or environment
- Produce a chocolate presentation piece employing techniques such as pouring, moulding, cutting, piping, brushing, polishing, and modelling chocolate
- Produce a presentation piece using sugar employing techniques such as poured sugar, pulled sugar, blown sugar, moulded sugar, pastillage, nougatine, etc.

Section	Relative importance (%)
<ul style="list-style-type: none"> • Produce presentation pieces designed to be eaten • Colour sugar and chocolate pieces • Use specialist tools for sugar and chocolate work with minimum pre-made moulds • Work effectively from a brief and manage work programme within allotted timescales • Produce presentation pieces within prescribed sizes, adjust and manipulate to suit changes which may arise 	
8 Modelling in various media	13
<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • The effect that the process of modelling and moulding has on materials used • The visual impact of displays using modelled forms • The range of materials that can be effectively used to produce modelled forms • Techniques and methods of modelling, moulding, colouring, and presenting modelled forms • Where and when modelling is effective and appropriate to use 	
<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Hand mould smooth and crack-free marzipan and sugar paste forms to include a theme or topic assigned to them as figures, fruits, animals, flowers, etc. • Visualize and produce any piece as requested by the client verbally or pictorially • Produce hand-moulded forms to correct size and weight • Colour modelled pieces using a variety of techniques including air brushing, painting, flaming, and the use of colours • When appropriate, effectively use modelling tools such as cutters, moulds, and presses • Creatively and harmoniously design figures in form and colour • Present stylish and co-ordinated displays of models • Decorate with royal icing and chocolate to highlight features • Observe extreme health and safety procedures when hand-modelling • Work within time constraints 	
Total	100

References for industry consultation

WorldSkills is committed to ensuring that the WorldSkills Occupational Standards fully reflect the dynamism of internationally recognized best practice in industry and business. To do this WorldSkills approaches a number of organizations across the world that can offer feedback on the draft Description of the Associated Role and WorldSkills Occupational Standards on a two-yearly cycle.

In parallel to this, WSI consults three international occupational classifications and databases:

- ISCO-08: (<http://www.ilo.org/public/english/bureau/stat/isco/isco08/>) ILO: 3434; 7512
- ESCO: (<https://ec.europa.eu/esco/portal/home>)
- O*NET OnLine (www.onetonline.org/)

This WSOS appears to relate most closely to *Confectioner*:

<http://data.europa.eu/esco/occupation/e00c46c4-bd3c-4d88-8d30-fc6f951554bd>

and *Pastry Chef*:

<http://data.europa.eu/esco/occupation/e00c46c4-bd3c-4d88-8d30-fc6f951554bd>

These links also enable a review of adjacent occupations.

The following table indicates which organizations were approached and provided valuable feedback for the Description of the Associated Role and WorldSkills Occupational Standards in place for WorldSkills Shanghai 2022.

Organization	Contact name
Gumnut Patisserie (Australia)	Tracy Nickl, Owner