

WORLDCHIEFS CERTIFICATION: FREQUENTLY ASKED QUESTIONS

(Last updated on 5 February 2017)



ABOUT THE OPEN BADGE ACADEMY

Q1: What is the Open Badge Academy?

The Open Badge Academy is the online system where you can access the Worldchefs global culinary certification.

Q2: What do I need to do to become a member of the Open Badge Academy?

You simply need to create an account within the Open Badge Academy (OBA). You can access OBA from the Worldchefs certification website, at www.worldchefs.org/certification, by clicking 'Apply' for the chosen level. Registration for an OBA account is free.

Once you have an OBA account, you will then be able to access and apply for the Worldchefs certification.

Q3: How long does it take to create an account within the Open Badge Academy?

It only takes a few minutes. You will be asked to provide personal details such as name, email address, country of residence, gender and date of birth.

Q4: Is there a fee to join the Open Badge Academy?

No, you can join OBA for free, by simply registering. You will only be required to pay a fee when you apply for the Worldchefs certification.

Q5: Why do I need to specify my gender and DOB for registration?

These personal details are required for future verification purposes, once you have earned a badge. The completion of each badge is recorded in a central IT system which requires this information. Personal details are kept fully confidential within the Open Badge Academy.

ABOUT THE CERTIFICATION

Q6: How many levels of certification are there?

There are in total nine levels of certification. They reflect the typical career progression within the industry, ranging from professional cook all the way to master chef, master pastry chef and culinary educator.

Q7: How do I know which level is right for me?

The certification titles have been defined to correspond to positions held by those working in the industry. You should therefore read the requirements for the level that you are currently employed at.

The requirements can be accessed on the Worldchefs certification website at www.worldchefs.org/certification.

Please remember that - to achieve certification - you will need to be able to provide evidence that you meet all (and not just some of) the requirements for the chosen level.

Q8: Do I have to be in employment to apply?

Yes. One of the entry requirements at all levels is that applicants must be working in the industry when they apply. You will be required to provide evidence of employment or ownership of your own culinary establishment (if you own the establishment where you work).



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The only exceptions are the fast track certification at the Professional Cook and Chef de Partie levels where the requirement for certification is graduation from a Worldchefs approved culinary programme. You can find further details on the fast track homepage: www.worldchefs.org/certification/fasttrack.

Q9: How much does it cost to apply?

The application fees are published on our website. Please visit www.worldchefs.org/certification for the details. If you scroll down the page, you will be able to see the prices for each certification level, along with the requirements.

Q10: Who can apply?

The certification is open to all cooks, chefs and culinary educators. Depending on the level of your experience, you should be able to find a level which is right for your professional background.

ABOUT YOUR WORLDCHIEFS BADGE

Q11: What is a badge?

A badge is a digital certificate for a qualification which confirms your professional achievement. It is verified by a trusted third party.

Q12: Who verifies the Worldchefs badges?

The quality assurance partner for the Worldchefs certification is City & Guilds, one of the world's leading vocational skills testing authorities with over 135 years of experience.

Q13: Does a Worldchefs badge count as a certificate?

Yes, it is just a different way of confirming achievement. A badge has data built in which informs third parties, when they are viewing your badge, what you have done to achieve it.

Q14: Can I show my badge to others?

Absolutely! The whole idea behind open badges is that you can share your achievements instantly, by inviting third parties to view your badge.

Q15: How can I share my badge?

You can share your badge via Social Media (Facebook, Twitter, LinkedIn) or by emailing the link of your badge to the person you wish to show it to.

Please refer to the 'Candidate guide' for more information on how to share your badge.

Q16: How long is a badge valid for?

If you earn a Worldchefs badge, it will be valid for life. It shows the date when it was achieved, so third parties, viewing your badge, know how current your achievement is.

Q17: Can I just apply for the badge which matches my current position? Or do I need to complete anything else before I apply?

For most levels, with the exception of Master Chef and Master Pastry Chef, you can just apply for the badge which corresponds to your current position.

For the Master Chef and Master Pastry Chef, you are required to complete the level below, as part of the entry requirements, or demonstrate that you hold an equivalent certificate.

For the Master Chef level, you will need to hold the Worldchefs Executive Chef title or an equivalent certificate before you can apply.

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For the Master Pastry Chef level, you will need to hold the Worldchefs Pastry Chef title or equivalent certificate before you apply. Please refer to the certification handbook for details on equivalent certificates.

ABOUT THE APPLICATION PROCESS

Q18: How do I apply?

Visit www.worldchefs.org/certification and scroll down the page for a description of each certification level.

Here, you can choose the level you wish to apply for. You will then be prompted to create a free account within the Open Badge Academy (OBA).

Once you have an OBA account, you can purchase the badge for the level which matches your professional background and start your application.

Q19: What if I apply for the wrong level? Can I switch to a different level if I have not yet made a submission?

It is your responsibility to make sure you apply for the correct level. You can only transfer from one level to another by applying for a new badge and paying the application fee again.

We strongly encourage applicants to study the requirements very carefully before applying to avoid any disappointment.

Q20: Do I have to pay again if I applied for the wrong level and want to apply for another level?

Yes, the application fee applies to every new application.

Q21: My application has been unsuccessful, but I still want to get the badge I chose. What do I do?

You may apply again for the same badge, by making a new application and paying the application fee again.

ABOUT THE SUBMISSION

Q22: Is there some guidance on how to make a submission that I could read?

Yes. Apart from the certification requirements, which are available on the Worldchefs website, there are two documents that you are strongly encouraged to read **before** you make a submission:

(1) The 'Candidate guide' which provides a step-by-step guide to preparing your submission, uploading your evidence and responding to feedback from your assessor.

The 'Candidate guide' can be downloaded from the task instructions, at the top of Task 1.

(2) The 'Checklist' which provides an overview of the evidence that you will need to upload as part of your submission.

The 'Checklist' can also be downloaded from the task instructions, at the top of Task 1.

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Q23: What do I need to prepare for my application?

You will be asked to provide a range of evidence from your day-to-day work. If you are a chef, this will include, for example, dishes you have prepared and examples of how you handle (or have handled) different situations which are relevant to your role. You will also be asked for information on your background and professional development activities you have undertaken (and are undertaking) to keep your skills up-to-date. At most levels, a witness testimony forms part of the evidence required.

Q24: How long do I have to complete my application?

We encourage applicants to prepare their evidence and submit their application as soon as they are able to once they have purchased their badge. Currently there isn't a strict time limit applied to the submission window, although this may change moving forward.

Experience suggests that it is possible for applicants to produce their evidence in a week or two, if they do it alongside their day-to-day job. Some may take a couple weeks to pull everything together which is also acceptable.

Q25: Do I have to submit everything at once?

No. You can log into the system (OBA) as often as you like and upload your evidence piece by piece. Once you have uploaded all of your evidence, you can make your first submission.

You should only submit your evidence once you have prepared all required evidence. Otherwise, your submission will be considered incomplete.

Please remember that you have **two opportunities** in total for submission: the first (original) submission and second (final) submission.

Q26: What is the first and the second submission?

Your first (original) submission is the first time you submit your application.

You should only make this submission once you have prepared all the evidence required. You can use the 'Checklist' to see if you have everything needed ready.

The second (final) submission is your opportunity to review evidence you submitted in your first submission, if anything was missing or incomplete.

The second (final) submission is your only opportunity to edit your evidence, so make sure you address all the points which have been highlighted for action by the Worldchefs assessor who is dealing with your submission.

Q27: What does the 'Claim' button mean?

'Claim' is the option you choose when you are ready to make a submission. This could be our first (original) submission or your second (final) submission.

'Claim' means you are 'claiming' your badge, in other words, you are making a submission.

Q28: What exactly do I need to prepare as my evidence?

The evidence you are required to provide can be found under each Task, within the badge description.

You can also download the 'Checklist' which provides a summary of the evidence requirements. The 'Checklist' can be found at the top of Task 1 in the Task instructions.

We strongly recommend that you read the 'Checklist' and the Tasks before you start preparing your evidence.

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Q29: How do I upload my evidence?

You can find the instructions in the 'Candidate guide'. We strongly recommend that you read the 'Candidate guide' before you start working on your submission and follow the instructions when uploading your evidence.

You can also find a quick help visual at the bottom of each type, by clicking on the 'How to upload evidence'.

Q30: What does [Add...] mean in the square brackets, at end of each question within the Task?

The square brackets at the end of each question show the type of evidence that you will need to prepare and upload in response to the questions. There are three types of evidence that you will be asked to provide: text, image and document.

Please refer to the 'Candidate guide' for more information.

Q31: What will happen if I submit my evidence in a different format?

You must submit the evidence in the required format. For example, if the evidence required says [Add text], you must upload each of your answers in a separate text box, and not as a Word attachment.

If your evidence is submitted in a different format, the assessor will return it to you for correction **before** assessing your application.

This means that you will have used up your second (and final) submission and will not get another opportunity to make any further corrections that may be required to your evidence. This could also mean that your evidence will not meet the requirements and your submission will be unsuccessful.

Q32: Will I know who is assessing my application?

No, you won't. The assessors are trained industry experts, but their identity is not revealed to candidates to ensure impartiality.

Q33: Can I get in touch with my assessor for guidance?

The assessor's role is to assess your application once you have made a submission, they are therefore unable to assist with the preparation of your evidence. Once you have made your first (original) submission, your assigned assessor will leave a note, with clear instructions, on every piece of evidence that may need further action or ask you to upload additional evidence which was missing from your first (original) submission.

We have included guidance for you in a range of tools in the Open Badge Academy such as the Candidate guide, the Checklist, the definitions page and FAQs.

If you have any other queries regarding the application process and/or the evidence required, you may contact us as certification@worldhchefs.org.

Q34: Why are some of the words highlighted in blue colour in the Tasks?

When you see words highlighted in the Tasks, it means that we have included a more detailed explanation (definition) to help you understand what exactly is required. If you click on the highlighted word(s), the corresponding definition will pop up, in a new window.

Please note that the explanation (definition), will always appear on the top of the page in the new window.



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Q35: How long will I need to wait before I receive feedback on my submission?

You will hear back from Worldchefs within 30 days of making your first (original) submission.

If you need to make any amendments to your submission and/or upload additional evidence, this will count as your second (and final) submission.

Once you have made your second (and final) submission, you will hear back from Worldchefs within 30 days.

Q36: How do I know if my submission was successful?

If your submission has met all the requirements, you will receive an email notification that your badge has been issued. This notification will contain a link to your badge.

If your first (original) submission has not yet met all the requirements, you will receive an email notification asking you to log into the Open Badge Academy (OBA) and look at the note(s) left by the assessor.

This will be your final opportunity to make any amendments to your submission and/or upload any additional evidence that may be requested. This will be your second (and final) submission and you will not have another opportunity to make any further changes and/or submit any further evidence.

If your submission still has not met the requirements for certification, you will need to make a new application and pay the application fee.

Q37: If my first application was unsuccessful and can I use any of the evidence I originally submitted?

If you need to apply for a second time, you will be required to submit new evidence in response to all of the tasks.

If, however, there is any evidence which was accepted in your first application, you may re-submit that evidence along with any additional new evidence required.

FAST TRACK CERTIFICATION

Q38: What is fast track certification?

Worldchefs has identified select certifications which cover the same requirements as the Worldchefs certification. Holders of these certificates are eligible to claim a Worldchefs badge upon presentation of a copy of their certificate, provided that they are currently working in the industry.

Q39: How do I know if I am eligible for fast track certification?

Please visit www.worldchefs.org/certification/fasttrack for more information on which certificates have been approved by Worldchefs for fast track applications.

Q40: Do I still need to pay if I qualify for fast track certification?

Yes, the application fees apply to the fast track process in the same way as the standard route.

Q41: Where do I need to go in the Worldchefs Academy if I am eligible for fast track certification?

Once you have created your OBA account and you are on your 'Profile' badge within OBA, you can select the 'Go to Fast Track Badges' option. This will take you to the fast track badges page.

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SUPPORT

Q42: I don't understand the instructions left by the assessor? Who can I contact for clarification?

The assessors have been trained to provide as clear instructions as possible as part of their feedback on your submission. These instructions will be provided within the Open Badge Academy.

If, however, you are unclear on what is required, you may leave a note on the piece of evidence you are querying and your Worldchefs assessor will get back to you.

Q43: I have problems with my OBA account. Who can help?

For any technical queries, please email support@openbadgeacademy.com. Emails to this address are monitored during UK business hours: 9.00-18.00 GMT, Monday to Friday.

If you are submitting a query outside these hours, please note that there may be some delay in our response, but we will get back to you as soon as possible.

Q44: I have a non-technical query. Who do I contact?

If you require non-technical assistance which cannot be resolved within the Open Badge Academy, you can send your query to certification@worldchefs.org.

[end of FAQs]