

## **Craft Guild of Chefs – Accreditation**

### **Assessor's Report**

#### **Name of Body to be accredited:**

The Crumbs Project

#### **Date/s of Visit and Name of Assessors:**

Neil Rippington

#### **Assessment Date:**

4<sup>th</sup> March 2025

#### **Staff interviewed or observed during the visit:**

- Professor Peter Jones, Chair of the Board of Trustees
- Ursula Boardman - Head of Centre
- Helen Tate - Kitchen trainer
- Jane Mosen - Kitchen Trainer
- Janet Miller - IT Trainer

The team is highly committed and passionate about their work and the project, led under the effective direction and support of Professor Peter Jones, the Chair of the Board of Trustees, and an active participant.

The visit started with an overview of the Crumbs Project and the objectives of the programme and charity. Depending on the needs of the trainees and the funding package available, there is a variety of intended outcomes ranging from the trainees' developing the skills, attributes and understanding to live independently, through to others gaining employment at various levels in the industry.

The training programme and its qualifications were designed, in house, in line with standards recognised by the Institute of Hospitality, UK. The awards and the modules within them are set at levels 1, 2 and 3. In addition to the practical skills and knowledge development in the vocational areas of cookery, bakery/patisserie and food and drink service, the trainees also develop knowledge in citizenship, professional relationship building, managing personal finances, developing IT skills, alongside many other aspects that promote independent living in the wider society.

Trainees have access to the online platform. 'One File', which contains all necessary information for each module including learning resources, assessment materials, assessment outcomes, feedback and progress and tracking requirements.

Depending on individual needs, some students attain full levels of awards and progress to higher levels, whereas others attain certification for the modules they achieve within the funding and time allocated.

Observations of training sessions took place in the bakery and patisserie area and a service operation in the restaurant kitchen, serving the residents of the complex, which is also accessible to the public.

The trainees are taught and trained in very small groups or on a one-to-one basis. Trainees have personalised learning plans developed from the individual needs and based on their funding model.

Trainees work alongside trainers to produce products and dishes that are sold through the café/restaurant. The menu is written and promoted monthly to enable residents the opportunity to view dishes in advance. A breakfast menu and light snack menu, including home-made baked products, is also available during the morning and speciality/theme dinners are scheduled monthly (or thereabouts).

An observation also took place in the training area of the bakery and patisserie kitchen. During this time, two trainees produced a baked frangipane tart, with some success, with an analysis of how it could be improved was discussed and deliberated.

A detailed discussion of the surrounding curriculum followed, emphasising the importance of the skills, knowledge and behavioural development delivered as part of the wider curriculum in terms of the personal development of the trainees concerned. This element must be celebrated for its uniqueness and impact. The distance travelled of the individual trainees and the confidence they have developed due of their experience thought the Crumbs Project is commendable.

Interaction with the trainees was excellent with consistent opportunity for practice. The trainers delivered training with enthusiasm, commitment and support for the trainees. Each activity was very well organised and had a good balance of training and interaction. Techniques were backed up with support and how to improve going forward.

Following lunch, Janet Miller - IT Trainer, provided an overview of the training and education delivered as part of the citizenship and digital learning aspects of the programme. Janet works through several modules to develop IT skills and literature but also covers important life-management issues such as identifying digital fraud and cyber security, managing finances through online banking and the responsible use of social media interaction.

### **Training facilities : Summary of Observations**

All facilities met standards for safety and hygiene.  
Sufficient equipment was available for the number of trainees.  
Trainees had access to industry standard equipment.

The number of trainees accommodated on a training day had been taken into account.

Digital learning resources are current and sufficient. Good use of the platform 'One File' to track progress and provide feedback.

Restaurant facilities are pleasant and comfortable.

### **Trainees:**

It was evident that the trainees had great respect for staff and great working relationships were evident

The trainees observed showed enthusiasm for the content of the training.

The trainees' confidence and distance travelled from starting the programme is commendable and the project is having a clear and powerful impact.

One trainee provided a detailed overview of a side business venture supplying snacks and drinks to various local businesses. Another trainee described her experience of working alongside staff and chef students at Bournemouth and Poole College. A dinner featuring dishes from this experience is being planned for the near future.

### **Overall Feedback Statement; highlighting good practice and areas for consideration.**

#### **Good practice:**

1. Well-developed scheme and modules with supporting resources for trainees.
2. Trainees were well dressed in full chefs' whites, showing excellent standards.
3. Commendable and highly impactful work with the trainees concerned, providing lifechanging skills and knowledge leading to independence and employment in several cases.

#### **Areas for consideration:**

1. To identify opportunities for trainers/assessors to participate in staff development opportunities, through the Craft Guild of Chefs and others.
2. To continue to seek opportunities for trainees to participate in further external activities and engagement.

### **Did the organisation achieve the required standard for Training Organisation Accreditation?**

Yes

**Assessor:** Neil Rippington

**\*\*Original copy to be sent to Craft Guild office along with an electronic version\*\***