

Bakery, Pastry and Confectionery

Professional and Expert

EDUCATION ENABLED BY
GLOBAL SWISS LEARNING

Richemont

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About us

We bring Swiss vocational courses to companies around the world who want to train their employees, qualify their teams and transform their businesses.

Our product

We build top-notch professional education for industries—like hospitality and gastronomy—using only the best e-learning tools, and localizing the language and content together with our educational partners.

Our customers

Our trainings are offered all over the world. Corporate clients and schools across the globe are already benefiting from the quality and methodology of our vocational courses.

Our service

We run the entire operational process from start to finish and maintain quality standards. A significant part of our courses are digital, making them easily serviceable, scalable, transportable and affordable too.

Our value

Our high-quality vocational courses help companies efficiently train and qualify their employees in the bakery, pastry and confectionery industry, giving them the foundational and advanced knowledge they need to become successful.



GSL and Richemont partnership

Our mission at Global Swiss Learning is to bring Swiss-quality, premier vocational education to the world. To do so, we have partnered with the Richemont Centre of Excellence in Switzerland to offer Richemont's premier Bakery, Pastry and Confectionery educational programs to companies, schools, students and professionals around the world.

Richemont is globally recognized for its excellence in the baking, pastry, and confectionery industry. With our exclusive partnership, we represent Richemont worldwide. Outside of Switzerland, we are the global distributor of the Richemont brand and trainings.

In collaboration with Richemont, we work on developing and digitizing trainings that provide a flexible, accessible and attractive learning experience for companies and schools looking to upscale their teams and expand their student's technical knowledge.

Upon completion of the Professional Training (level 1), learners continue with the Expert Training (level 2). All of our trainings are certified by both Richemont and Global Swiss Learning. Companies and schools benefit from the quality of the educational program and the prestige of international industry certification.



Richemont

About Richemont

We live and love the craft and we transfer that passion to our students.

A Swiss Centre of Excellence for bakery, pastry and confectionery

Founded in 1945 and headquartered in Lucerne, Switzerland, Richemont is a world-renowned, international Centre of Excellence for the bakery, pastry and confectionery industry. More than 200,000 professionals have enjoyed the benefits of Richemont's education and professional development, taking their careers to the next level. State-of-the-art facilities and high-quality instructors are key elements of Richemont's successful educational programs. Their diverse range of services includes: complete professional education and development, individual seminars for companies / groups, on-site sales training, publication of books and additional educa-

tional materials, extensive consulting services and research and development.

Richemont's facilities are equipped with an attractive restaurant and hotel, which are open to the public. Richemont's vision as an innovative leader in the world of professional education training is to make "Certified by Richemont" programs available to an international audience. With this vision in mind, the first Bakery, Pastry and Confectionery Trainings were born.

Benefits of our trainings for businesses

01**Flexible**

Content accessible online, anywhere, anytime, with a mobile device or computer

02**High-quality**

Based on the original content used at Richemont in Switzerland

03**Foundational**

Qualify and train your team with deep and foundational industry knowledge

04**Scalable**

Easy to train big teams, as a large number of professionals can be trained in parallel

05**Adaptable**

Support in-house training, replace or add to existing curricula

06**Growth**

Promote in-house growth for employees through industry education

07**Cost efficient**

More affordable than other traditional forms of education

08**Industry certified**

Industry certification co-issued by Richemont and Global Swiss Learning

09**Retention**

Improve employee motivation and retention by providing a career path



Overview of training levels

All three trainings—Bakery, Pastry and Confectionery—are available at 2 different levels: 1) Professional and 2) Expert.

Professional level

The Professional Bakery, Pastry and Confectionery Trainings introduce learners to the fascinating world of Swiss Bakery, Pastry and Confectionery. They focus on classic Swiss and international products in the respective disciplines, teaching the fundamentals needed to provide a strong educational foundation.

Expert level

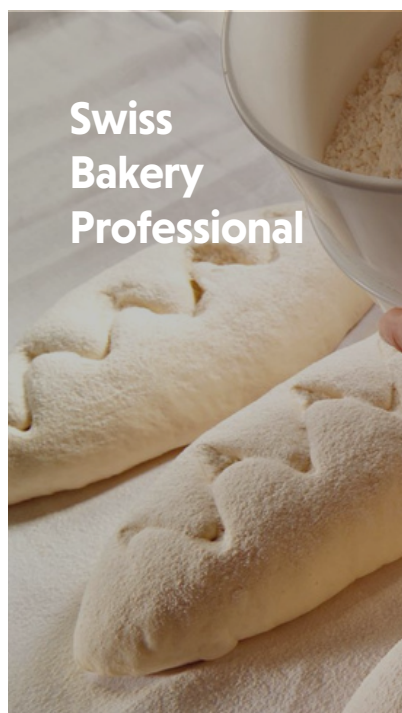
The Expert Bakery, Pastry and Confectionery Trainings build on previous knowledge. Learners are introduced to new techniques and leavening methods in

the Bakery Training, world-famous products and creative delicacies in the Pastry Training, and sophisticated sugar processing techniques in combination with couverture in the Confectionery Training.

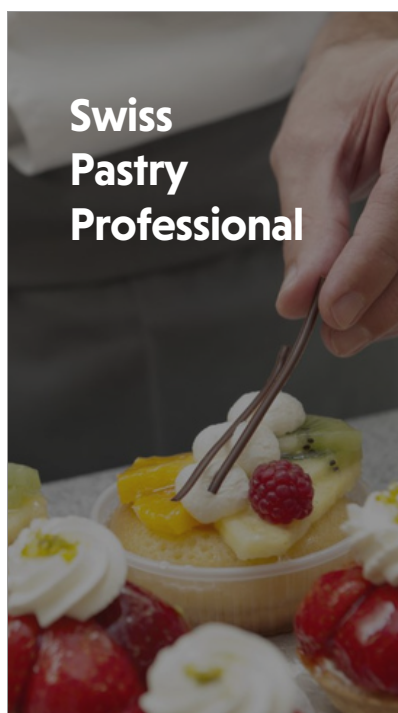
Richemont's teaching methodology offers learners a comprehensive approach, covering techniques, skills, ingredients and raw material sciences, with an emphasis on the importance of using quality products.

With these two levels of training, learners will gain a deeper understanding of bakery, pastry and confectionery as a whole, develop the ability to create new recipes and be better prepared for the job market. Companies can choose one of the three disciplines at both levels, or all six trainings to upscale their teams.

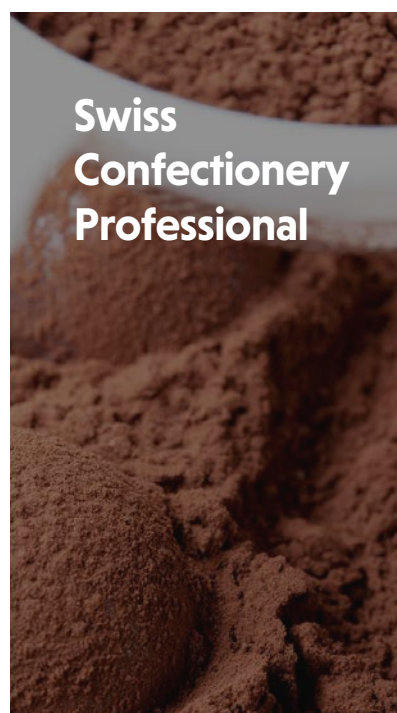
About the Professional Training



Swiss
Bakery
Professional



Swiss
Pastry
Professional



Swiss
Confectionery
Professional

Professional - Level 1

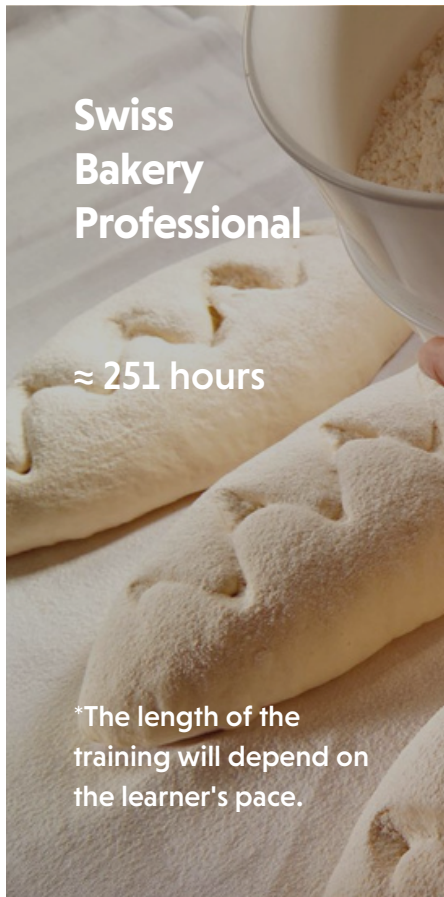
At the Professional level, the main goal is to understand the science behind each recipe, so that learners can start creating their own products in their professional journey. To do so, they are first introduced to the basics in the Be safe and Know the science modules. Know the science covers the importance of healthy nutrition and food allergies, and dives into 13 raw materials. Following these modules, learners will be introduced to detailed techniques needed to create Swiss and international recipes.

The Bakery Training introduces classics from Swiss bakery tradition, like rolls, pretzels, etc. The Pastry Training presents students with the sweet side of the baking craft, and the Confectionery Training introduces the world of couverture processing in products like pralines, truffles and confections.

All the courses have a focus on techniques, processes and understanding the characteristics and quality of the products being used.

Overview of Bakery Professional

7 09



Summary:
Hygiene, fire protection, occupational safety, natural science, nutrition, raw materials, breads, rolls, pretzel, croissant, and more.

Core modules online: ≈ 26 hours

Module 1: Be safe

Occupational safety
Fire protection
Environmental protection
Hygiene 1.0

Module 2: Know the science

Natural science
Nutrition 1.0
Raw materials

Bakery modules online: ≈ 185 hours

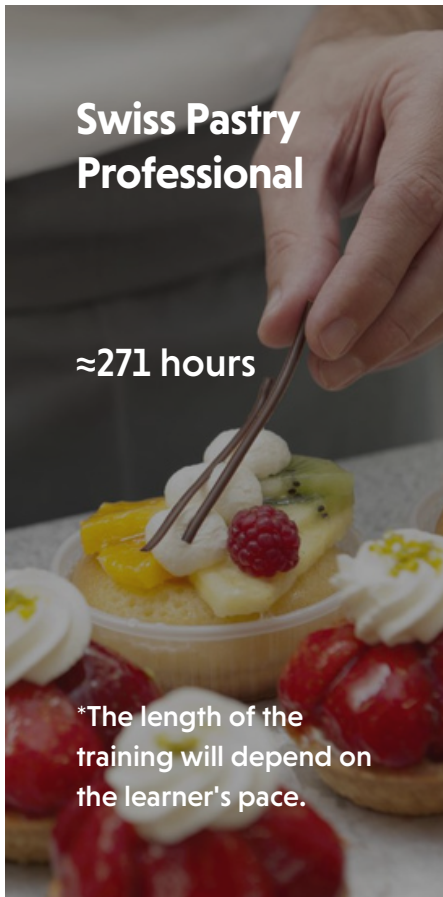
Zurich bread
Milk roll
Butter braid
Cheese-caraway roll
Mixed rye bread
Lye pretzel
Swiss butter croissant
Yeast nut croissant
Cheese quiche

Bakery modules in-house: ≈ 40 hours

Quality and safety
Food and raw materials
Bakery methods, techniques & procedures practice

Overview of Pastry Professional

7 10



Summary:
Hygiene, fire protection,
occupational safety,
natural science, nutrition,
raw materials, pies, petit
fours, cakes, and more.

Core modules online: ≈ 26.4 hours

Module 1: Be safe

Occupational safety
Fire protection
Environmental protection
Hygiene 1.0

Module 2: Know the science

Natural science
Nutrition 1.0
Raw materials

Pastry modules online: ≈ 197 hours

Milanese cookie
Bird's nest cookies
Gingerbread cookies
Lemon roll cake
Royal pineapple cake
Truffle squares
Puff pastry almond croissants

Pastry modules in-house: ≈ 48 hours

Quality and safety
Food and raw materials
Pastry methods, techniques & procedures practice

Overview of Confectionery Professional

Swiss Confectionery Professional

≈195 hours

*The length of the
training will depend on
the learner's pace.

Summary:

Hygiene, fire protection,
occupational safety, natural
science, nutrition, raw
materials, couverture
products such as pralines,
truffles and confections.

Core modules online: ≈ 26.4 hours

Module 1: Be safe

Occupational safety
Fire protection
Environmental protection
Hygiene 1.0

Module 2: Know the science

Natural science
Nutrition 1.0
Raw materials

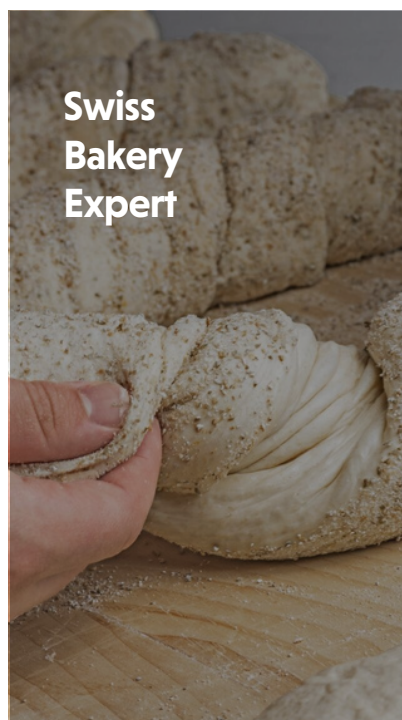
Confectionery modules online: ≈ 129 hours

Milk chocolate truffles
Trio sticks
Piedmont mould praline
Kirsch chocolate sticks
Raspberry jelly praline

Confectionery modules in-house: ≈ 40 hours

Quality and safety
Food and raw materials
Confectionery methods, techniques & procedures
practice

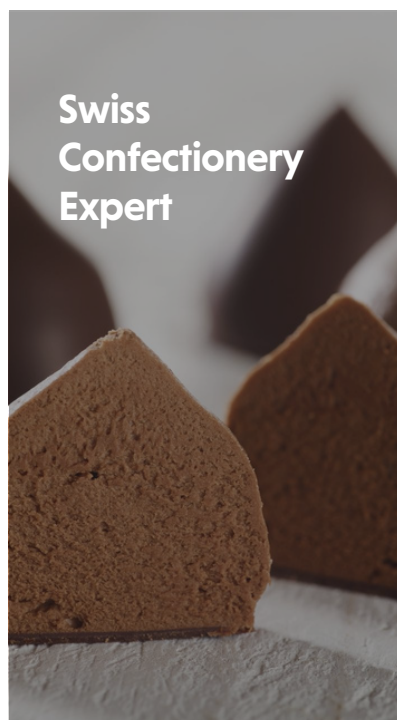
About the Expert Training



Swiss
Bakery
Expert



Swiss
Pastry
Expert



Swiss
Confectionery
Expert

Expert - Level 2

After successfully completing the digital and in-house trainings at the Professional level, learners can enroll in the Expert Training.

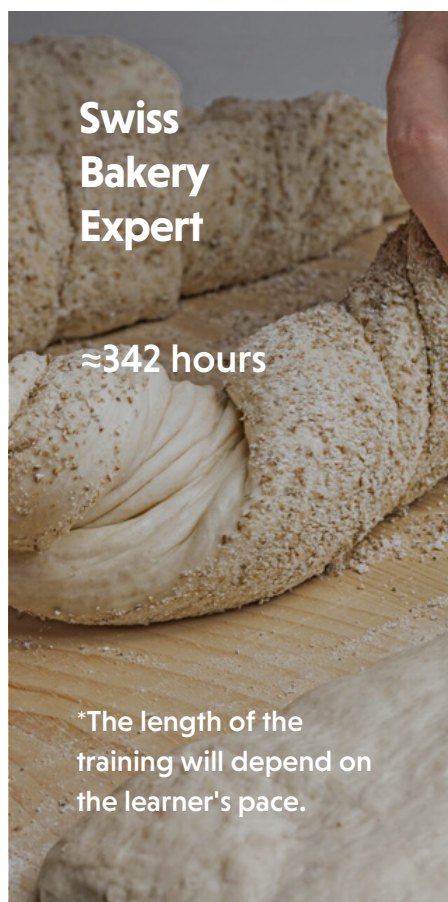
The Expert level presents learners with a more profound knowledge of nutrition and other raw materials. The Hygiene module covers topics such as microbiology and the life of products. Nutrition introduces the learner to food intolerances and allergies, a crucial topic for bakery and pastry chefs.

When studying all three disciplines, learners come to understand dough management, especially sourdough, as well as sugar processing and product testing methods.

At the Expert level, learners refine their skills by learning exclusive recipes and classic products that will make their portfolio as a professional baker, pastry chef and/or confectioner incredibly diverse and refined.

Overview of Bakery Expert

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Summary:

Hygiene, nutrition, raw materials, product groups, leavening methods, sourdough, brioche, wholegrain bread, and more.

Core modules online: ≈ 70 hours

Module 1: Nutrition and raw materials

Hygiene 2.0
Nutrition 2.0
Product groups
Raw materials 2.0

Module 2: Further techniques

Dough leavening methods
Sourdough
Flour specifications
Sensory test methods for products

Bakery modules online: ≈ 192 hours

Wholegrain wheat bread
Baguette with poolish
Twisted bread
Fig bread
Mixed rye bread with pumpkin seeds
Lucerne sourdough bread
Brioche
Cream rolls
Sweet yeast dough
Apple quiche

Bakery modules in-house: ≈ 80 hours

Quality and safety
Food and raw materials
Bakery methods, techniques & procedures practice

Overview of Pastry Expert

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Summary:

Hygiene, nutrition, raw materials, product groups, leavening methods, sablé, diverse cakes, puff pastry, and more.

Core modules online: ≈ 60 hours

Module 1: Nutrition and raw materials

Hygiene 2.0
Nutrition 2.0
Product groups
Raw materials 2.0

Module 2: Further techniques

Flour specifications
Sugar processing
Sensory test methods for products

Pastry modules online: ≈ 120 hours

Butter cookies
Tarragon cookies
Macarons
Choux pastry
Chocolate mousse cake
Strawberry yogurt cake
Vacherin ice cream cake
Puff pastry

Pastry modules in-house: ≈ 80 hours

Quality and safety
Food and raw materials
Pastry methods, techniques & procedures practice

Overview of Confectionery Expert

15

Swiss Confectionery Expert

≈217 hours

*The length of the training will depend on the learner's pace.

Summary:

Hygiene, nutrition, raw materials, product groups, sugar processing, nougat, fudge, chocolate shapes, and more.

Core modules online: ≈ 50 hours

Module 1: Nutrition and raw materials

Hygiene 2.0
Nutrition 2.0
Product groups
Raw materials 2.0

Module 2: Further techniques

Sugar processing
Sensory test methods for products

Confectionery modules online: ≈ 95 hours

Kirsch peaks
Nougat truffles
Mila nut
Nougat Montélimar
Caramels mous (fudge)
Chocolate fantasy shapes

Confectionery modules in-house: ≈ 72 hours

Quality and safety
Food and raw materials
Confectionery methods, techniques & procedures practice

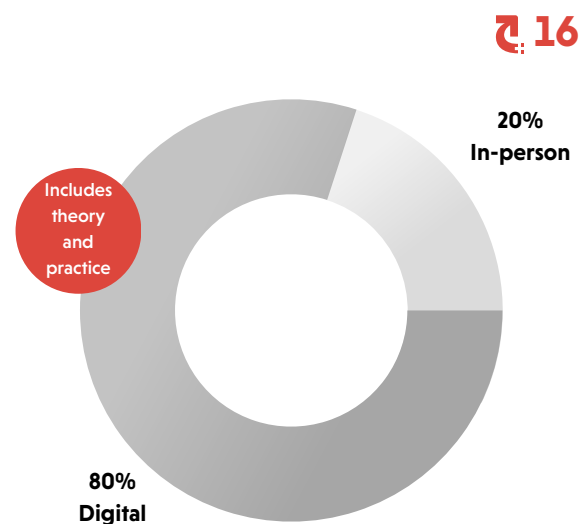
About blended learning

Our trainings are designed with a blended learning educational approach—a combination of digital training (80%) and traditional in-person training sessions (20%)—in order for the learner to get an education in both theory and practice.

Digital learning

A significant portion of the training content is available online. Two of the major benefits: 1) the digital training is offered in many different languages and 2) it can be accessed online from anywhere (at work or at home) with a computer, tablet or mobile phone.

Our digital content is accessible through an easy-to-use learning platform. Learners are guided by our world-class industry avatars through interactive elements, videos, texts and quizzes. The digital learning program combines theory and practice, and is designed so learners can work autonomously or in groups.



In-house learning

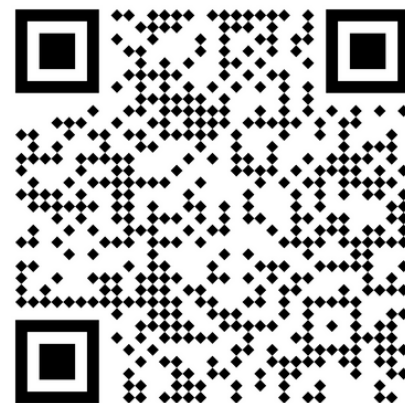
The in-house training sessions are supplemental to the online learning. They are for learners to deepen their skills by practicing and implementing what they have been learning, either one-on-one or in groups. During the in-person learning, trainers work closely with learners, and demonstrate the variety of methods, techniques and procedures that have been learned online. This is the opportunity to teach problem-solving, and process-oriented, inter-connected thinking and acting. In-house learning can be conducted by GSL / Richemont certified Master Trainers.

Implementation

With blended learning our training programs are flexible, and can be adapted to company needs. In-house learning and digital learning can be done simultaneously, within the company environment. The digital learning can also be done first, followed by the in-house portion of the training, conducted in-person by the the company's own trainers or GSL / Richemont trainers.

Our learning platform

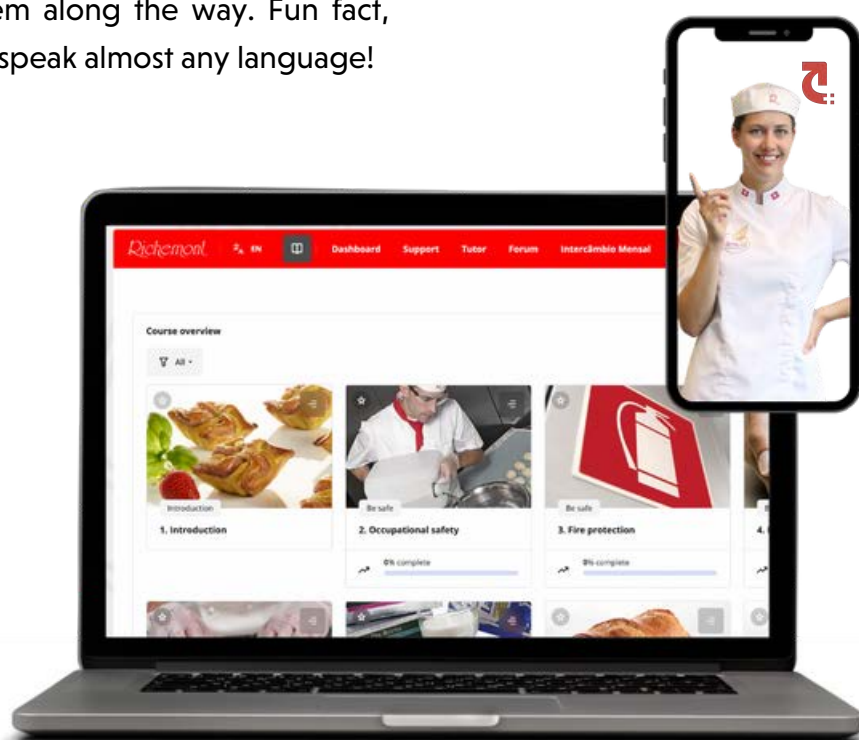
We bring top didactics and high pedagogical standards to our trainings. They are built with the best didactical tools available for e-learning and are quality assured by our instructional designers, industry experts and Swiss partners. Our digital trainings are interactive and intuitive and can be accessed from any device connected to the internet. Learners can contact their trainers online and use the group chat to ask questions and interact with other peers.



Explore our platform!

Our world-class culinary avatar

Learners are guided through the trainings by our WorldSkills Champion avatar Ramona. She lends tips and tricks throughout the lessons, supporting and motivating them along the way. Fun fact, her avatar can speak almost any language!



Method & certification

Learners will understand bakery, pastry and confectionery as a whole. They will develop a detailed understanding of ingredients and refine their skills to create new recipes.

Teaching method

Teaching method is an important part of how we design our trainings. Richemont's teaching methods are unique because they offer learners much more than just recipes. Their teaching approach introduces learners to a wide variety of techniques, skills, ingredients, characteristics and all the fundamentals of raw materials and nutrition. With the Professional and Expert Training, the learner will have a deep understanding of the bakery, pastry, and confectionery as a whole and will develop their ability to create new recipes and skills.

Richemont is proud and passionate about craft and its proven teaching methodologies. Its top educational approach, paired with its precision in high-end recipes and techniques, meets the industry's need to qualify professionals in different countries around the world.

Certification

We offer industry certification for our trainings. Upon successfully completing the entirety of each training, including both digital and in-house portions, we offer an industry certificate co-issued by Richemont Centre of Excellence and Global Swiss Learning. If only completing the digital portion of the course, we offer a certificate of completion issued by Global Swiss Learning.

For companies, industry certification can have many benefits, like improving employee satisfaction and retention. Obtaining an industry-recognized certification provides a solid foundation of professional options for learners—like internal growth opportunities and in-house career paths. In addition, certification can help a company's image, and impact buy-in, with both clients and employees.



Our GSL Master Trainers

Observe professionals with solid careers, work with love, and practice a lot. These will take you to another level.

Diego Barcellos, Master Trainer Brazil

GSL x Richemont Master Trainers

In January 2023, our first Train the Trainer program took place at Richemont Centre of Excellence in Lucerne. After the completion of the digital part of the training, the trainers completed the in-person training and became certified Master Trainers.

Our Master Trainers play a crucial role in ensuring the quality and effectiveness of our vocational programs, and they also serve as support and reference for our clients in local markets.

We have three certified master trainers in Brazil: Pedro Calvo for Bakery, and Ivan Abner and Diego Barcellos for Pastry and Confectionery. In China, we have Tina Tian, who is a Master Trainer for Bakery, Pastry and Confectionery.

Companies in Brazil are already benefitting from the expertise of our Master Trainers. Their employees complete the digital modules from Richemont Professional Training first, and subsequently participate in our in-house training sessions.

By request, GSL also offers the possibility of training a company employee—that is already a professional and has gone through all our trainings—to become a Master Trainer.

We can also provide certification for teachers working at schools that offer our vocational training programs, so that they can assist students with feedback and guidance during the digital learning, as well as the in-person training.

Swiss quality, Swiss excellence

We've built our Bakery, Pastry and Confectionery Training Programs based on the original content and structure offered in vocational education programs in Switzerland.

Switzerland has a reputation for having both quality and excellence. The sophisticated Swiss education system, which has built-in professional training for vocational education, ranks among the top in the world. In 2021, Switzerland was ranked #1 in IMD's World Talent Ranking. The Swiss system integrates practical training into the learning process, facilitating school-to-work transition and talent development. Swiss students gain knowledge and a competitive edge, making them highly qualified and ready to work. By building our trainings based on the original content used in Swiss vocational programs, we ensure they are top-notch.

IMD WORLD TALENT RANKING 2021

	Switzerland	1
	Sweden	2
	Luxembourg	3
	Norway	4
	Denmark	5

World Talent Ranking 2021
Source: IMD WORLD TALENT
RANKING 2021



WorldSkills International recognition

WorldSkills is an international organization that promotes vocational education and skills across the world. The main event of WorldSkills is the WorldSkills Competition, which is held every two years.

The competition brings together young people from around the world to compete in over 60 skills areas, including Bakery, Pastry and Confectionery. The competition is a showcase of the best young talent in each skill area and is judged by industry experts.

The 46th WorldSkills competitions for the categories Bakery, Pastry and Confectionery were in October 2022 and happened at the Richemont Centre of Excellence in Switzerland. The highlight of the event was the atmosphere among the young talents from different parts of the world.

Over the years, Richemont has been the center responsible for preparing young Swiss talents to excel at the WorldSkills competition. In recent competitions, Swiss professionals have shown their exceptional skills in this industry by bringing home gold medals in Bakery, and in the combined category for Pastry and Confectionery.

2022 - Lucerne, Switzerland

Juliana Thöny, Gold medal in Pastry and Confectionery

Vera Stocker, Bronze medal in Bakery

2019 - Kazan, Russia

Sonja Durrer, Gold medal in Bakery

2017 - Abu Dhabi, UAE

Ramona Bolliger, Gold medal in Bakery



Juliana Thöny's recipe for success: practice and a good level of self-confidence.

Top Swiss talents

Pastry and Confectionery World Champion: Juliana Thöny

Juliana Thöny won the gold medal in Pastry and Confectionery at the WorldSkills Special Edition Competition 2022 in Lucerne. She positioned herself confidently at the competition, however, the victory came as a surprise. The preparation was, in particular, strict, says Thöny in the winner's interview: "All my free time used to practice. But it was worth it." During the preparation, her family and work environment were particularly important. "They all always stood behind me. That's very nice," says Thöny.

Thöny was already a Swiss champion as a confectioner, which she accomplished in 2020. She completed an internship at Mosimann's Club in London in 2019 and in 2021 did a ten-week pastry training course at the Pastry Academy by Amaury Guichon in Las Vegas, USA.

The Richemont Centre of Excellence was responsible for training Juliana for the WorldSkills Special Edition Competition 2022. Her recipe for success: practice and a good level of self-confidence.



Top Swiss talents

Bakery World Champion: Vera Stocker

Vera Stocker, 21 years old, won the bronze medal in Bakery at WorldSkills Special Edition Competition 2022 in Lucerne, making her one of the best bakers in the world. Since August 2021, she has worked and studied at Richemont, where the competition in the Bakery category took place: "I know the rooms, the devices, and the ovens. Certainly an advantage. But unfortunately, I put more pressure on myself". Fun fact: Vera is a successful track and field athlete—she won the title of U23 Swiss Champion over 400 meters hurdles on September 2022—and has a fighting spirit in her blood.

For WorldSkills she prepared herself months in advance "Thanks to my work at Richemont, I've learned a lot just through daily practice." In December 2021, she then took part in a two-week course in France to get to know the art of French baking and to gather new ideas. "In order to practice for the international competition situation, I went to Denmark in August 2022 for a training competition. After that I immediately started to develop my products for WorldSkills." She worked six days a week, from morning to night. Well done, Vera!

Success stories

Paulina and Paúl: L'Artisan, Ecuador

L'Artisan was founded in 2012 in Quito, Ecuador, offering exclusively European-style, natural-fermented and additive-free bread. L'Artisan's product offering is influenced by Mediterranean-style rustic bread and French-style pastries.

In 2017, Paulina and Paúl successfully graduated from the Richemont Training Program in Switzerland, where they deepened their knowledge and receive technical know-how in a diverse range of baking and confectionery processes. During the program, they also had the opportunity to adapt those baking processes, so that they would be compatible with their own design and work systems.

Upon returning to Ecuador, Paulina and Paúl began to apply what they had learned from the Training Program. They started to

What we learned during the different production stages helped us to control the day-to-day challenges better and significantly improve the quality of our product offering.

Paulina and Paúl, Ecuador

strengthen and reorganize their production and work processes, making them more efficient, and began understanding the different types of flours, and challenges in their applications. For example, in Latin America, the supply of flour can be limited, which impacts the quality of the flour, making the baking process more difficult and requiring higher technical ability from the baker.

What they learned about dough processing in different production stages helped them control the day-to-day challenges better and develop better products.

Success Stories

The training experience at Richemont was a game changer in our projects.

Katherine and Miguel, Peru

Katherine and Miguel: Pan Criollo, Peru

Katherine and Miguel wanted to study bakery and confectionery and were referred to the Richemont Training Program by a friend. The training experience with Richemont was a milestone in their plans as entrepreneurs. After the training they had to decide which career direction to take. They left Switzerland with so much information and the desire to try new techniques; all in all, it was a positive transition in their lives. Initially, Katherine and Miguel decided to go into baking, operating a neighborhood bakery. They used two bags of flour per day, approximately 100 kilos, with a total of 3 tons of flour per month.

As the business evolved, they changed production processes, removed chemical additives, and started using natural fermentation. To reach a higher quality level and increase the value of the bread, they started to produce long cold fermentation artisan bread.

As customers began to notice the difference in the aroma, taste, texture and shelf life of their bread, Katherine and Miguel were rewarded with long-term customer loyalty. In addition, their creations gained popularity with a local restaurant chain, which boosted their growth as producers. Subsequently, they were contacted by a large supermarket and made the leap to larger facilities.

Seven years after their training, they have a 1,000-square-meter factory consisting of several production lines, with the artisan bakery line representing the company. The production is composed of 20 people in operations alone, who process 1,000 bags of flour per month, approximately 50 tons of flour in total. Today, Katherine and Miguel continue to share their knowledge in technology and traditional baking processes—especially long fermentations—with others.

Key information

Materials needed

- Computer, mobile phone or tablet to access the online course
- Relevant equipment and ingredients

Course language

- Our courses can be offered in any language / adapted to any language

Prerequisites

- Familiar with online/digital media
- No previous experience is required (Professional)

Learner profile

- Bakery, Pastry, Confectionery professionals (also aspiring individuals)
- Professionals in food/related industries who want to expand the quality of their work

Learning objectives I

- Master different techniques, ingredients and raw materials
- Operate machines, equipment, utensils

Learning objectives II

- Reflective learning/ exploratory learning
- Utilize instructor support, and implement feedback to improve skills

What is the scope of the trainings? And how are they structured?

Digital: The training is divided into five online modules. Two core modules address the topics of safety, environmental protection, hygiene, natural sciences, nutrition and raw materials. The core modules are followed by the Bakery, Pastry, and/or Confectionery modules.

In-house: The in-house training will be done at a location chosen by the company. The completion of the digital modules is mandatory before attending the in-house training. Trainers are certified by Richemont and Global Swiss Learning.

What does the digital part of the training look like?

The courses in the training can be completed online, using a smartphone, tablet or computer, by accessing our learning platform. The digital portions are structured into different theoretical and practical parts. Knowledge is obtained through theory, quizzes, videos, etc. For recipes, learners watch videos which guide them through the process. After each module, there are learning checks, and learners have the opportunity to reflect on and document what they have learned. You can explore more of our online platform further in the following video:

[Explore our platform.](#)

How long do all 3 trainings take? What is the minimum time investment?

All three trainings at the Professional level require 540+ hours of learning. All three at the Expert level require 490+ hours. This timeframe takes into consideration that learners will take time to understand the processes, repeat the recipes and thus have the opportunity to assimilate all the knowledge presented. Ultimately, however, the length of the training will depend on the learners' pace.

How will the learner be evaluated?

There is an exam at the end of each module, and the learner must reach a certain percentage to move on to the next step. In addition, the learner must submit their results via the e-learning platform and will receive evaluation and feedback from their trainer.

What certification is obtained at the end of a training?

There are two types of certifications, depending on the level of completion: 1) After successfully completing the digital learning, we offer a certificate of completion issued by Global Swiss Learning and 2) Upon successful completion of the in-house training and the digital learning, we offer industry certification, co-issued by Richemont and Global Swiss Learning.



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