

Apprenticeship standard (England only)

# Hospitality Team Member

Industry: Hospitality

City & Guilds code: 9083

LARS number: 96



A City & Guilds Group Business

-  **Minimum duration: 12-18 months**
-  **Funding band: 7 (£5,000)\***
-  **Level 2**

\*Funding bands from May 2017

**On-programme learning:** Available

**End-point assessment (EPA):** Open for registrations

Hospitality team members' should deliver excellent customer experience. Their main skills will be recognising customer needs, knowing how to match them to the products and services of the business and working as part of a team. They should ensure that every customer, whether in a restaurant, bar, hotel or a banqueting or conference setting feels welcomed and looked after. Roles include: waiter, sommelier, bar tender or mixologist.

The new standard is approved by ESFA and is a direct replacement of the Level 2 Specification of Apprenticeship Standards for England (SASE) framework.

## City & Guilds – helping you with an expert solution

There are four stages where we can work together to help your apprentices from the start through to successful completion of their training.



### Plan

Helping you plan and prepare for the new standards with a bespoke solution to make the most of your investment in apprentices.



### Attract

Simple online vacancy and candidate set up, TalentPortal can connect you to the talent you need to fill your apprenticeship vacancies.



### Deliver

High-quality, online and offline content to help draw out the skills, knowledge and behaviours to prepare apprentices for end-point assessment as well as tracking options to monitor performance.



### Assess

Support for you and your apprentices to prepare for end-point assessment by our first-rate, fully trained assessors. Our simple, flexible service meets the demands of your team and your partners.

### The apprentice journey



#### 1 On-programme (deliver)

Training and development takes place during this part of the apprenticeship. It may include a qualification if set in the standard.

Formative assessment of skills, knowledge and behaviours is required in the delivery of the standard and this will be outlined in the assessment plan.

Apprentices have to reach a minimum level of maths and English set by the standard. If they've not previously achieved this, they'll need further study and support.

### 1 On-programme: what apprentices need to learn

On-programme is the learning phase for apprentices to pick up the skills, knowledge and behaviours set in each standard.

Apprentices need to complete 20% off-the-job training during the on-programme phase of their apprenticeship. Specific rules govern this and it must take place in the apprentice's contracted hours. You can track and authorise the 20% through our e-portfolio, Learning Assistant.

Apprentices can specialise in these areas:

- Food and beverage service
- Barista
- Food production
- Conference and events operations
- Concierge and guest services
- Housekeeping
- Reception
- Reservations
- Alcoholic beverage service (and further specialise in wine service, beer and cask ale, or cocktails and mixology).

Apprentices must evidence a strong work ethic and a willingness to learn; being respectful and punctual; showing a good grasp of health and safety; being prepared to work irregular hours and effective communication with colleagues, supervisors, visitors and clients.

### Our resources and tools that support on-programme delivery

Our core content for this standard covers Prevent, British values, equality and diversity, and health and safety which give you the basics to deliver the standard and satisfy regulators. It's a blend of e-learning and downloadable content.

We also have:



#### Learner manual

Available in print and as part of our e-portfolio, the Hospitality Team Member learner manual takes apprentices and tutors, step by step, through tasks that develop the skills, knowledge and behaviours required. (Available late 2017)



#### Learning Assistant (e-portfolio)

Learning Assistant is an innovative and cost effective e-portfolio solution that allows colleges and training providers to improve dramatically the delivery of apprenticeship standards by tracking progress online in real time.



#### Guidance documents

- Handbooks containing the knowledge required for this occupation.
- Advice on gathering evidence for the practical standards and behaviours.

### Maths and English requirements

If your apprentices need to complete maths and English, our popular Functional Skills qualifications fit within apprenticeship programmes and cover the core maths and English requirement for the workplace and further study. We have an extensive support package available, including e-Functional Skills, and an online teaching and learning platform, which guides learners from an initial and a diagnostic assessment, through to being exam ready.

Find out more: [cityandguilds.com/functionalskills](https://www.cityandguilds.com/functionalskills)



### 2 Gateway

The employer and provider must sign off the apprentice as ready to move on to end-point assessment.



### 3 Assess

The end-point assessment must demonstrate that the apprentice can perform in the occupation in a fully competent, holistic and productive way.

The assessment will be graded if required by the standard.

The assessment organisation and assessor must be independent of, and separate from, the training provided by the provider and employer.



### 4 Apprenticeship certificate

On successful completion, the end-point assessment organisation will apply to the Education and Skills Funding Agency (ESFA) for the apprenticeship certificate. The certificate is sent to the apprentice's employer.

## 2 Gateway

To move on to EPA, the apprentice must evidence relevant knowledge, skills and behaviours as set out in the standard. And have maths and English (Level 1) and take the test for Level 2.

## 3 End-point assessment (EPA): how apprentices demonstrate their learning

End-point assessment (EPA) is the final stage that an apprentice goes through to complete their apprenticeship. The apprentice must demonstrate their learning to an independent end-point assessor and the grades available are distinction, pass or fail. There are four assessment events for this standard and the professional discussion must be the last one completed:



### On-demand test

A 90-minute, on-demand, multiple-choice test, comprised of scenario-based questions.



### Practical observation

A three-hour observation of the apprentice in their working environment. It will involve the apprentice covering a range of tasks. The test can be split to cover preparation and service.



### Business project

This section will comprise a project looking at an idea/opportunity to make improvements to the business. It will require a research phase and will be presented to the employer and an independent assessor.



### Professional discussion

A 40-minute structured meeting. The discussion will focus on the skills and knowledge gained on programme.

### Find out more at:

[cityandguilds.com/apprenticeships](https://www.cityandguilds.com/apprenticeships)

## Our resources and tools that support end-point assessment

We are on the register of end-point assessment organisations and our EPA service includes support resource as well as flexibility around assessment delivery and a dedicated EPA team to support you.



### EPA preparation tool

Online content to help the apprentice feel ready for their EPA experience. Personalised to their confidence levels and the standard, they're sent free access details once they're registered with us for EPA.



### EPA team

Our dedicated EPA team is on hand to help with bookings and questions on anything from the assessment process to evidence portfolios.



### EPA pack and guidance

Let our support, including short videos and how to guides help you get to grips and stay on track with the EPA process.

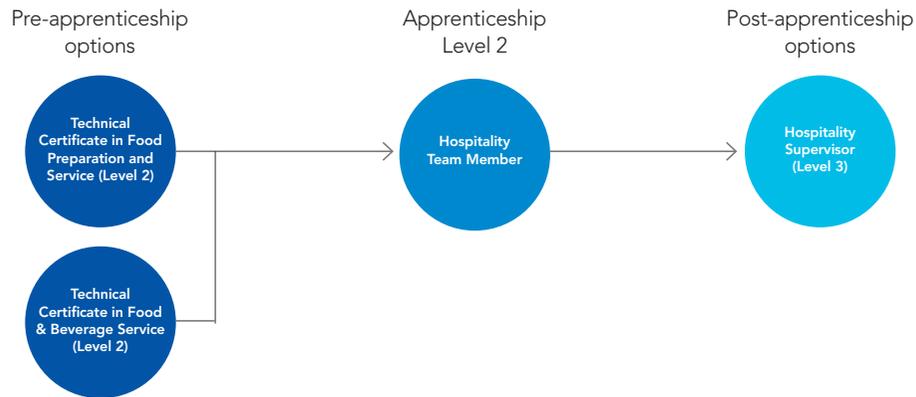


## 4 Apprenticeship certification

As well as receiving their Institute for Apprenticeships (IfA) apprenticeship certificate, the apprentice will receive a City & Guilds statement of achievement for end-point assessment.

## Progression with City & Guilds Group

Develop new and existing talent at all levels with ILM management apprenticeships including: Team Leader/Supervisor Level 3; Operations/Departmental Manager Level 5; Chartered Manager Degree Level 6 and the Senior Leader Master's Degree Level 7.



It has been designed with input from a trailblazer group including: Hilton Worldwide, Mitchells and Butlers, The Spirit Pub Company, Compass Group UK&I, PGL, McDonald's UK, Hospitality SME consortium led by the Lancaster London, Red Carnation Hotels, Frederic Robinson, Barchester Healthcare, Whitbread, SSP, KFC UK, Greene King, Institute of Hospitality, Royal Academy of Culinary Arts, British Institute of Innkeeping, British Beer & Pub Association, People 1st and Brend Hotels.

## How our offer supports you:

### Supportive payment structure

When you choose us for EPA you pay a small registration fee and the balance once the EPA has taken place and results submitted.

### Personal support

Our Technical Advisors, Business Managers and Customer Service teams are on hand to help you with all aspects of apprenticeships.

### Specialist online tools

Our e-Functional Skills can boost maths and English; Skills Zone develops workplace behaviours and skills; and our e-portfolio, Learning Assistant, lets you manage assignments and track the 20% off-the-job training requirement.

### Events and webinars

We deliver a range of events and webinars run by industry specialists to advise and guide you, including regional networking and CPD events.



### More information

If you're a City & Guilds centre, visit Walled Garden or contact your Business Manager to find out prices and if any elements are extra to the package. If you're a new customer, contact [apprenticeships@cityandguilds.com](mailto:apprenticeships@cityandguilds.com) to find out more.

Or visit [cityandguilds.com/apprenticeships](https://cityandguilds.com/apprenticeships) for full information on our apprenticeship products and services. Visit [i-l-m.com/apprentice](https://i-l-m.com/apprentice) for information on management apprenticeships.