

HOSPITALITY SUPERVISOR APPRENTICESHIP STANDARD

Standard Code ST0230
Course Level 3
Work Based
Funding Level £4000
Duration 18mths including EPA

Course Description

Hospitality supervisors work in a variety of businesses from bars and restaurants to conference centres and contract caterers. They provide vital support to management teams and can supervise hospitality services and running shifts. They typically work under pressure and must be able to deliver customer service and motivate a team. Supervisors can specialise in specific functions or work across different functions that reflect the varied nature of the industry.

There are three occupational routes available:

- Food and beverage supervisor
- Bar supervisor
- Events supervisor

All routes incorporate: Business Knowledge and Skills, Customer Service Principles, Working with People, Food Safety, Legislation, Hospitality Behaviours and Craft Skills of the job undertaken.

We aim to work with your business to train staff who are passionate about customer service and food quality whilst working in a rewarding and worthwhile job that provides excellent career opportunities.

Off the Job Training

A key requirement of an Apprenticeship is Off-the-job training. This must make up at least 20% of the apprentice's contracted hours, over the total duration of the apprentice's planned training period. Off-the-job training must be directly relevant to the apprenticeship standard and must take place within the apprentice's normal working hours.

The new learning must be documented and reflected on through the Learner Journal on their e-portfolio (OneFile).

Entry Requirements

The Apprentice will need to be in a relevant role and show a willingness to undertake the knowledge, skills and behaviours required. They will also need to have Level 2 Maths and English (GCSE at Grade 4/C or above or equivalent) or be prepared to attend a block study period for Maths and English if this is required.

Apprentices may be required to attend an interview and undertake relevant skills assessments.

Once they have been accepted on to the programme all apprentices will be required to attend a Lincoln College Induction. Apprentices will require access to a tablet/computer to access their e-portfolio (OneFile).

Knowledge, Skills and Behaviours

KNOWLEDGE

- Understand the job, their main tasks and legislative responsibilities.
- Understand the importance of working with people from a wide range of backgrounds.
- The importance of communication and presentation.
- How to deliver excellent customer service and use technology in hospitality businesses.
- How to produce food and beverages to organisation and national standards.
- How to work professionally, including their own professional development.
- How to support the supervision of team members for example new and junior members of staff.

SKILLS

- Undertake the main tasks and responsibilities according to their job role.
- Treat people with respect and build relationships with staff and customers.
- Communicate clearly and responsibly at all levels in the business.
- Support individuals, teams and other departments within their job remit.
- Champion the business and sell the organisation and its products.
- Work professionally and seek to develop their own professional development.

BEHAVIOURS

- Use technology responsibly and take an interest in new developments.
- Work with integrity in a safe, honest and trustworthy manner.
- Demonstrate personal commitment to minimising the negative effect on the environment caused by work activities.
- Demonstrate good communication skills, successful business relationships and effective team working.
- Demonstrate a pride in their own job role and applying their knowledge and skills to provide high quality service.
- Operate in a fair and professional manner.

Assessment

Assessment is done through a combination of practical tasks, written assignments, oral discussions and online tests throughout the programme.

- One to one support from a dedicated, professional assessor/instructor allocated to the learner for the duration of the programme.
- Work based assignments and projects to be completed in an e-portfolio (OneFile).
- Case studies and in College course days as and when required for each learner.
- Job shadowing and mentoring, cross training in other departments.
- Employer led in-house training for mandatory subjects (e.g. Safeguarding, HACCP and Food Safety, Health and Safety, Legal Requirements such as Licensing Law and Trades Descriptions).
- Independent learning and research as directed by the assessor, relevant to the area of study and looking at the range of Hospitality businesses.
- Review of progress every 4-10 weeks with the Apprentice, Manager and Assessor, evaluating and contributing to what has been learnt and what the next steps to take are.

End Point Assessment

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There will be an End Point Assessment (EPA) as the final stage of an Apprenticeship. The Apprentice must demonstrate their learning to an independent end point assessor and the overall grade available is distinction, pass or fail.

Assessment events are:

- Synoptic knowledge test: 120min multiple choice test.
- Professional discussion: 30min professional discussion using a set criteria
- Practical observation: 240min observation of the apprentice preparing for, running and closing down a service
- Business project: completed over a 2mth period and ending with a presentation to their manager and assessor

Progression

This Apprenticeship provides an ideal grounding into the occupation and supports progression within the sector to Level 4 Hospitality Management or a level 4 ILM Management Course.

Fees

As an Apprentice, you will pay no course fees. However, your employer may have to pay towards your training as well as providing you with a wage. All Apprentices must receive a minimum wage of £4.15 per hour within their first year of training from their employer, although they can, and often do, pay more. In the second and subsequent years of an Apprenticeship programme, the national minimum wage for your age would apply.

If you are an employer and want to find out more information regarding employer contributions and any further costs related to the Apprenticeship programme, please contact our dedicated Apprenticeship team at employers@lincolncollege.ac.uk

Business Benefits

Employers have designed the Apprenticeship Standards to meet the needs of the sector and industry. Ensuring they include:

- Relevant Knowledge, skills and behaviours ensure that the Standard is relevant to the occupation.
- Widening participation Apprenticeship standards provide opportunities to employees that may not previously have been available.
- Development tools A cost effective way to train your employees to undertake specific roles in your business.
- Return on Investment On average, an apprentice who has completed their course will increase business productivity by £214 per week (CEBR, 2015).