

HOSPITALITY SUPERVISOR APPRENTICESHIP STANDARD



Standard Overview

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

and 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.

How we deliver

Whilst the Programme Overview identifies the generic delivery plan of the Apprenticeship, this is adaptable to meet the learners and your businesses individual needs, learning requirements and business objectives. We will meet with you to ensure that we can support you to meet your business objectives. Delivery will be designed and agreed to meet these unique requirements. We will then use the most relevant delivery methods to support your learners to achieve including:

- 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/ workbook
- 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.

PROGRAMME OVERVIEW



Please see below a typical overview of this programme (subject to change).

Induction	English, Maths and Cognassist initial assessment. Skill scan of work skills and knowledge, British Values and GDPR
Block Study	English and Maths if the required grade has not been achieved
Professional Discussion	Covering specific learning and target setting with learner, chef/mentor and assessor
One to One Coaching Support	All areas of programme and work as required Covering all food groups. A minimum number of each must be completed
Functional Skills Test	English and Maths. Within the first three months
Personal Development Plan	Personal learning and thinking skills and review target setting every 10 weeks
Work Place Observations	Completed by current industry competent assessor and secondary assessor from month 3 of course until ready for EPA - End Point Assessment after a minimum of 366 days
Support for Portfolio Completion	Onefile online portfolio - Employer has key to observe Smart screen Commis Chef workbook and recipe folder Professional Cookery manual. Hospitality industry workbooks and tests
Mock EPA Assessment	Skills, Knowledge and Behaviours Mock observations, tests, culinary challenges and professional discussions
Entry to EPA	Skills, Knowledge and Behaviours in place, as agreed between the assessor, employer and learner
End Point Assessment	Skills, Knowledge and Behaviours

Please note course schedules are subject to change, above is a guideline.



KEY FACTS



Duration: Standard guideline: 12 TO 18 MONTHS

Timeframes are flexible depending on the Employer and/or the Apprentice's ability to be successful on the programme.

Entry requirements: Grade D or 3 GCSE – need to achieve LEVEL 2 MATHS AND ENGLISH grade C or 4/5 GCSE

The Apprentice will need to be in a relevant role and show a willingness to undertake the knowledge, skills and behaviours identified below to the appropriate level. The Apprentice will also need to be prepared to attend a block study period for Maths and English if this is required.

Skills, knowledge 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

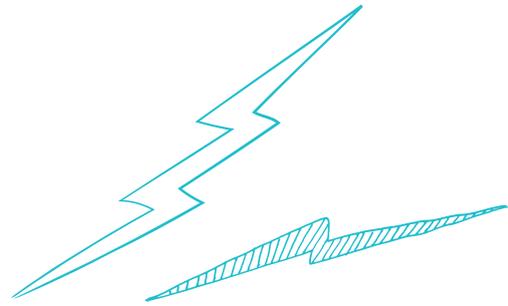
SKILLS:

- 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

COURSE DETAILS



You will be working towards gaining the following qualification:

Apprenticeship in Hospitality Supervisor.

College course certificate covering Food Safety, Health and safety, Legislation and Licensing, the Principles of Customer Service and Product Knowledge.

END POINT ASSESSMENT



This will only take place when the Diploma and English/Maths is achieved and all parties agree that the Apprentice is ready for the EPA.

End Point Assessment (EPA): how Apprentices demonstrate their learning

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 overall grade available is distinction, pass or fail. Assessment events are:

Synoptic knowledge test

Two hour on demand multiple choice test. Completed on computer, the test will present the candidate with a range of real life scenarios about which the learner will have to answer questions in a multiple choice format within 120 minutes. The assessment will normally be undertaken in the workplace, under controlled conditions. Questions will draw from the knowledge and skills elements of the standard. There is an option for a pass or distinction, and it is our aim to enable the Apprentice to develop the necessary skills to achieve a distinction.

Professional discussion

A 30 minute discussion using set criteria from the occupational brief. It will be structured to draw out the Apprentice's enthusiasm, competence and excellence. Completed in the workplace with Assessor and Mentor.

Practical observation

Four hour synoptic practical observation of learner preparing for, running and closing down a typical service in your organisation. This must be in their normal working environment. It will involve covering a range of tasks and can be split to cover preparation and service over longer sessions.

The assessment will be looking to see the learner:

- briefing their team on activities
- setting work objectives
- preparing service areas
- maintaining service standards and legislative requirements

Business project

Compiled over two months and ending with a 30 minute presentation to their Assessor and Manager



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

Business Benefits

For you the employer	Employers have designed the Apprenticeship Standards to meet the needs of the sector and industry
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)

