

Apprenticeship standard (England only)

# Hospitality Supervisor




Industry: Hospitality and Catering

City & Guilds code: 9084

LARS number: 138



A City & Guilds Group Business

-  **Minimum duration: 12-18 months**
-  **Funding band: 7 (£5,000)\***
-  **Level 3**

\*Funding bands from May 2017

**On-programme learning:** Available

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

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.

The new standard was approved by the Department for Business, Energy & Industrial Strategy (BEIS) in March 2015 and directly replaces the Level 3 Advanced Level Apprenticeship in Hospitality Supervision and Leadership under 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 must complete 20% off-the-job training during on-programme. Specific rules govern this and it must take place in the apprentice's contracted hours.

The phase is managed by the employer, usually with an education or training provider. The process is flexible though there is a baseline expectation that the apprentice will have regular reviews to monitor their progress.

At least every two months, the apprentice meets with the on-programme assessor to review and record, with evidence, their progress against the standard using a template. The on-programme reviews are important to support the apprentice and keep them on track. Once the apprentice is deemed competent, the relevant section(s) is signed off by the employer with the support of those involved in the learning and development.

## 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 gives you the basics to deliver the standard and satisfy regulators. It's a blend of e-learning and downloadable content.

We also have:



### Apprenticeship training manual

In print and as part of our e-portfolio, the manual guides learners through step-by-step tasks that develop the skills, knowledge and behaviours required in the standard.



### Learning Assistant

Innovative and cost effective e-portfolio solution that lets you dramatically improve the delivery of their apprenticeship standards by tracking apprentices' progress online in real time. And helps authorise and evidences 20% off-the-job learning.



### Guidance documents

- Guidance for apprentices and training providers to help prepare the apprentice for their end-point assessment.
- Qualification handbook if applicable.

## 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

The training provider and line manager/on-programme assessor and/or a senior manager meet and review the apprentice's progress and agree the apprentice's competence against the learning outcomes. They authorise moving on to EPA or suggest a remedial plan and the outcomes of the meeting must be recorded to ensure judgements are appropriate, consistent and fair.

If moving on to EPA, there is a meeting including the apprentice and the independent end-point assessor at least one-week beforehand. This secures the plan and schedule for the assessment activities. The independent end-point assessor should be given the apprentice's record of readiness and the apprentice has to supply a two-page synopsis of their proposed business project.

The apprentice must also achieve any English and maths requirements.

## 3 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 (scenario-based questions).



### Practical observation

Four-hour synoptic practical observation.



### Business project

Compiled over two months and ending with a 30-minute presentation.



### 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.

## 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.

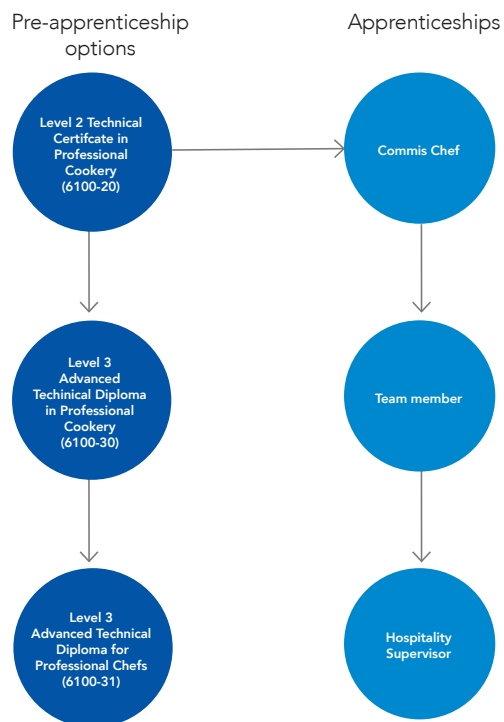


## 4 Apprenticeship certification

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

This apprenticeship is part of our wider offering in the sector and you can develop new and existing talent 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.



Worldwide, Mitchells and Butler, 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.