




Apprenticeship standard (England only)

Hospitality Team Member

Industry: Hospitality & Catering

City & Guilds code: 9083



 **Typical duration:** 12 months
 **Maximum funding:** £4,000*
 **Level 2**

*Funding information accurate as of July 2019.
For the most up-to-date information, check the [Institute for Apprenticeships and Technical Education \(IfATE\) website](#).

About the standard

A hospitality team member can work in a range of establishments, for example bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. The role is very varied and although hospitality team members tend to specialise in an area, they have to be adaptable and ready to support team members across the business, for example during busy periods. Specialist areas in hospitality include food and beverage service, serving alcoholic beverages, barista, food preparation, housekeeping, concierge and guest services, reception, reservations and conference and banqueting. The most important part of the role is developing fantastic 'hospitality' skills and knowledge such as recognising customer needs, knowing how to match them to the products and services of the business and working as part of a team to ensure that every customer, whether they are eating in a restaurant, drinking cocktails in a bar, ordering room service in a hotel or attending a business conference feels welcomed and looked after.

City & Guilds will be offering the following pathways:

- Food and Beverage Service
- Alcohol Beverage Service
- Food Production.

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

On-programme: what apprentices need to learn

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.

Formative assessment of knowledge, skills and behaviours required in the delivery of the level 2 Hospitality Team Member apprenticeship are broken down into the following areas:

- Customer
- Business
- People
- First line supervision/Team leading.

Refer to the [IfATE website](#) for further details on the standard and assessment plan.

City & Guilds has developed teaching and learning materials to support employers and learning providers to deliver on and off-the-job learning for this standard. For more information, [visit our webpage for Hospitality Team Member here](#).





Gateway requirements

Before you can book end-point assessment (EPA), the provider and employer sign off that the apprentice will be ready for EPA.

For this standard, the employer and provider will need to sign a declaration to agree the apprentice has met the relevant Hospitality Team Member knowledge, skills and behaviours as set out in the standard. The apprentice must have achieved maths and English (Level 1) and taken the test for Level 2 and have prepared a two week work schedule, business project proposal and business operation brief.

Prior to any assessment occurring an initial meeting will take place with the apprentice, employer and IEPA where the assessment process and schedule of assessments will be discussed and agreed. This may be face to face or via conference call.

As part of our EPA service, City & Guilds will check all gateway evidence before the EPA event so you can have the confidence that the apprentice is ready for EPA.



EPA: how apprentices demonstrate their learning

As defined in the assessment plan, the assessment events for this standard are:



Synoptic knowledge test

90-minute multiple choice test via e-volve, our platform for online testing. Graded distinction, pass or fail.



Practical observation

Two-hour practical workplace observation. Graded distinction, pass or fail. The IEPA will assess the apprentice in the workplace.



Business project

A project looking at an idea/opportunity to make improvements to the business. Graded distinction, pass or fail.



Professional discussion

40 minutes including 10 minutes to discuss the business project, graded distinction, pass or fail. Face to face or via our online video conference platform.

City & Guilds will allocate a skilled and experienced professional to assess the apprentice objectively against the standard. All assessments are standardised and quality assured.

To help you prepare apprentices and ensure they feel ready for assessment, we have created a suite of preparation resources, including:

- **EPA pack:** Details behind the standard and assessment plan, guidance on EPA tasks and grading, procedures for re-sits, timelines, venue and resource requirements for EPA. It is important that you are familiar with this information
- **EPA exemplar materials:** Available for tutors, providing real assessment examples for each assessment type, such as transcripts and examples of good practice
- **EPA preparation tool:** Personalised login for each apprentice with useful learning resources relevant to the assessment skills required for their standard, ensuring they feel ready for their EPA experience
- **recording forms:** Supporting you to complete key stages of EPA readiness, we have prepared forms to give you peace of mind and confidence that everything is covered
- **LIEPA report:** A report produced by our lead independent end-point assessor (LIEPA) with insight into the EPA results for this standard and findings across all centres. These reports can help you refine your delivery to improve success rates
- our dedicated **EPA customer success team** will be on hand to support you through your EPA journey.



Apprenticeship certification

As well as receiving their IfATE apprenticeship certificate, the apprentice will receive a City & Guilds statement of achievement for EPA.



Why choose City & Guilds?

Personal support: Our dedicated EPA customer success team, Technical Advisors, Business Managers and Customer Service teams are on hand to help you throughout your apprenticeship journey.

Teaching tools and resources: All of our resources are mapped comprehensively to the standard and designed to draw out the skills, knowledge and behaviour apprentices need so they are confident for assessment and you know that everything is covered.

EPA support resources: Our specially created EPA resources will help you to prepare apprentices and ensure a smooth booking process.

EPA delivery: We are growing our EPA service, using new technologies to enhance the delivery and management of EPA.

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

Events and webinars: We deliver a range of events and webinars run by industry specialists to advise and guide you.

Progression: The journey never stops and we're committed to helping learners progress into a job, develop on the job and move into the next job. Visit our website [cityandguilds.com](https://www.cityandguilds.com) for our wider offering in this sector and information about leadership and management apprenticeships.



More information

If you're a City & Guilds centre, visit Walled Garden or contact your Business Manager for prices and any further information.

If you're a new customer, contact apprenticeships@cityandguilds.com to find out more.

Or visit [cityandguilds.com/apprenticeships](https://www.cityandguilds.com/apprenticeships) for full information on our apprenticeship products and services.

Visit [i-l-m.com/apprentice](https://www.i-l-m.com/apprentice) for information on management apprenticeships.