



# ALL ABOUT

# HOSPITALITY & CATERING

Issue 28  
July 2021



# All about Hospitality & Catering

## Issue 28

### July 2021

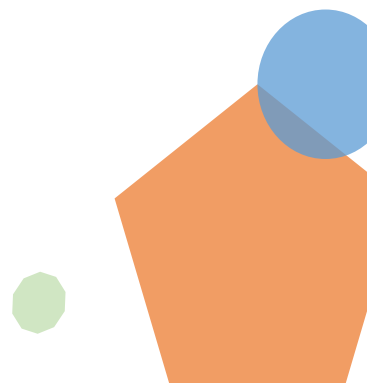
A newsletter from City & Guilds on education updates in Hospitality & Catering for all nations.

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Please keep updated by ensuring that you are signed up to receive alerts via email, also, that you are continually checking our Covid-19 webpages:

<https://www.cityandguilds.com/covid-19>.





## Hospitality & Catering Webinars

A variety of webinars have been scheduled for the new academic year covering topics which we hope you will find useful. All sessions will be recorded so if you cannot attend do still book on and you will automatically receive the recording after the session.

DATE & TIME	TITLE	BOOKING LINK
28 September 15.00-16.00	Technical Qualifications: Back to Basics	<a href="https://attendee.gotowebinar.com/register/7323261329422721292">https://attendee.gotowebinar.com/register/7323261329422721292</a>
23 September 9.30-10.30	Welcome Back: New academic year whole portfolio update	<a href="https://attendee.gotowebinar.com/register/3198175177004313871">https://attendee.gotowebinar.com/register/3198175177004313871</a>
8 October 10-11.30	EPA refresher: All Hospitality standards	<a href="https://attendee.gotowebinar.com/register/3142004426476193295">https://attendee.gotowebinar.com/register/3142004426476193295</a>

## Institute for Apprenticeships and Technical Education Survey

### Occupational maps survey

The Institute would like to invite you to be involved in an exciting project to expand and develop the **occupational maps**.

We are seeking views on our 15 occupational maps, which are used to show where technical education can lead in different sectors.

We want to hear from you, to help us understand how you use the occupational maps, what you value about them and what could be better.

The occupational maps are a central part of the technical education reforms set out in the recent Skills and Post-16 Education Bill. Through the proposed reforms, the

Institute is looking forward to playing an even bigger role with employers to build a unified skills system.

In July we are running a series of focus groups for more in-depth research. Please indicate within the survey if you would like to engage with us and we can include you in the on-line sessions.

If you have any questions or would like to find out more about this project, please contact us via **[occupationalmaps.Institute@education.gov.uk](mailto:occupationalmaps.Institute@education.gov.uk)**

Take the Survey



## Centre Support telephone number changes

centre and learner support phone numbers have now changed.

Over the past few months, we have been reviewing our telephone support service.

In order to provide better value for our customers and learners we have updated our centre support phone lines, so that all calls are charged at local rates.

Our current centre support and learner support numbers have changed from **Monday 15 March**.

- The new number for our **Centre Support team** is 01924 930800.
- In addition, the new **Learner Support number** is 01924 930801.

There will be a short period where the current 0844 543 0000 centre support number, and the 0844 543 0033 learner number, will still be operational but will re-direct to the new numbers. However, please note that the rate for these 0844 numbers will be 7p a minute as well as the network provider standard rate.

We will continue to communicate this change across multiple communication channels and via our support teams over the coming weeks and months.

If you had any questions on the change of numbers, please contact [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com).



# Apprenticeship and EPA Update



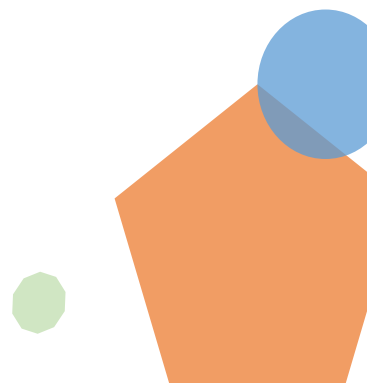
## Apprenticeship Funding rules Webinar

Bryony Kingsland ran through the latest funding updates for apprenticeships.

**Post webinar comms** have been sent out this week. Please view the [recording](#) and [FAQs](#)

## EPA reminders

Initial Meetings	Please do attend the initial meetings with the apprentice and their employer to gain an insight into what has been discussed and any actions raised.
Dispensation Evidence	Please upload either the Completed Competency Framework or the Witness Testimony for the Practical Observation/Culinary Challenge, so the Q&A can take place.
Commis Chef Culinary Challenge	Please ensure the apprentice presents 2 portions of the main course and dessert and that photographs are taken of all dishes.



## Locating Professional Discussion Topics

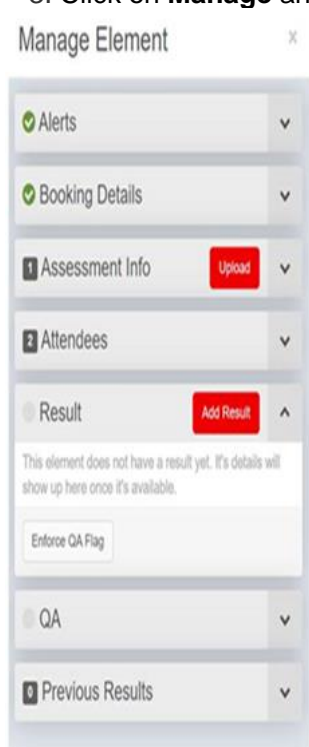
Professional discussions topics will be uploaded by the Independent End Point Assessor (IEPA) to the Professional Discussion element within EPA Pro 5 days ahead of when the EPA event is due to take place.

It is the Centre's responsibility to obtain these and provide them to the apprentice ahead of the EPA event. They can be located by following the below steps:

1. Navigate to Assessment Elements and search for your apprentice
2. Click on your Apprentice's name and a box will expand showing the below

Component	Date	Status	Element EPA	Result	Previous Results	Actions
9081-201 Evolve Online Test	21/06/2021 13:00	Complete	Charlie Ratcliffe	Pass	-	Manage
9081-701 Culinary Challenge	22/06/2021 10:00	Complete	Charlie Ratcliffe	Pass	-	Manage
9081-702 Practical Observation	22/06/2021 10:45	Complete	Charlie Ratcliffe	Pass	-	Manage
9081-703 Professional Discussion	06/07/2021 09:30	Booked	Charlie Ratcliffe	-	-	Add Result Mana
Certification	-	-	-	-	-	-

3. Click on **Manage** and a new screen will appear



4. Click on the arrow next to **Assessment Info** and all the files will appear
5. Your topics will be available for you to download and issue to your Apprentice

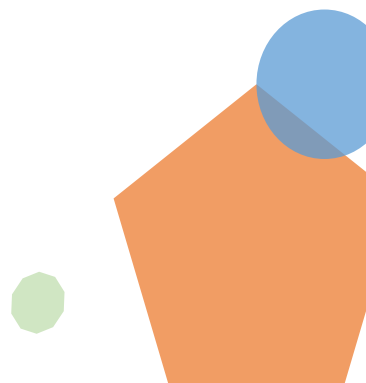
## EPA support contact details



01924 930 800 (option 5)



[centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)





# Technical Qualification Update

Technicals update 19 July


## Technical qualifications – Assessment arrangements 2021

Page Updated 19 July

We are continuing to work closely with the Government and regulators to overcome the ongoing challenges posed by Covid-19 to ensure that we can issue valid results for our Technical qualifications.


### Updated 19 July – PTQ arrangements for 2021/22

Please find a brief summary of the latest position regarding Performance Table Qualifications (PTQ) for 2021/22.

 [Read the summary](#) >

Contact our quality team for any queries:

 [technicals.quality@cityandguilds.com](mailto:technicals.quality@cityandguilds.com)

 0300 303 53 52

## Industry news



### Have you joined the Hoteliers Charter?

The Hoteliers Charter is to raise the profile of our industry, advocating working in hotels as a great career choice. By becoming involved with the Charter you will be encouraging employment into the wider hotel industry. Now with over 500 Hotels signed up you will be able to recognise and work with the hotels

### Hoteliers' that join the Charter commit to:






- Developing team members through training, apprenticeships, coaching and mentoring, positioning hotel roles as careers, not just jobs.
- Support The Hospitality Commitment to respect team members' work/life balance, rotas and working hours, providing sufficient notice for changes and requests. As our members trade seven days a week, a range of shift patterns are available to support working families, students and part time working.
- Support the ambition to end low pay, believe passionately in giving people opportunities to develop their careers, and give access to financial and pension guidance.
- Champion a fair and transparent service charge/tronc/gratuities system where all monies are distributed with only agreed costs retained.
- Offer colleagues access to an employee assistance programme, to provide confidential support across all facets of their physical and mental wellness, both in and outside the workplace.
- Provide a positive and nourishing workplace environment and culture for colleagues, nurturing social networks around their teams and facilitating social activities to build cohesive workplace communities.
- Support industry charities, and other charities relating to the community they serve, respecting and encouraging colleagues' commitments to additional community endeavours.
- Drive environmentally sustainable businesses with a commitment to reduce, reuse and recycle, and champion the government's commitment to be carbon neutral by 2050.
- Advocate diversity, inclusion and equality, offering English lessons to colleagues where required and taking practical measures to make hotels accessible for all disabilities.
- Commit to the Modern Slavery Act and ensure that all suppliers act in accordance with the core values of the Hoteliers' Charter and The Hospitality Commitment.

Make sure you and your local hotels are a part of it: <https://hotelierscharter.org.uk/>

## Keep in touch and up to date

For regular updates and further information please follow us on:



		
	<b>Jason Benn - Twitter Link</b>	
	<b>Jason Benn - LinkedIn Link</b>	
	<b>Amelia Woodward - Twitter Link</b>	
	<b>Amelia Woodward - Instagram Link</b>	
	<b>Amelia Woodward - LinkedIn Link</b>	

## City & Guilds Hospitality & Catering Facebook Link

### Tell us what you think

*All about Hospitality & Catering* is a newsletter that brings together all of the key developments from City & Guilds relevant to skills learning across England, Scotland Northern Ireland and Wales. It contains updates on the range of teaching and learning resources we offer, plus relevant public policy or other information we think you might be interested in.

Each edition is numbered, so we can refer back to previous issues or tell you when information has been superseded.

If there's anything else you'd particularly like us to cover or explain more fully in future issues of *All About*, please feel free to drop us a line to [jason.benn@cityandguilds.com](mailto:jason.benn@cityandguilds.com) or [amelia.woodward@cityandguilds.com](mailto:amelia.woodward@cityandguilds.com)

For specific queries and enquiries please contact our dedicated customer support team [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com) or 01924 930800

Thank you for your continued support.

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