

ALL ABOUT HOSPITALITY & CATERING



All about Hospitality & Catering

Issue 19

February 2020

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

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These newsletters will now be available bi-monthly, we feel we are keeping you up to date regularly and are now in a position to provide bi-monthly updates

Our next Hospitality & Catering Networks- Apprenticeships and EPA

All networks will be arrival 10am for coffee/Tea and then network from 10.30 until 1.30

Agenda

Review of Current standards and proposed changes

Being ready for EPA, successfully negotiating the gateway

Digital resources update

Feedback from EPA events which have taken place, top tips

Time for sharing ideas, networking and asking lots of questions

Date	Venue	Booking Link
28 th April	Peterborough Regional College Park Crescent Peterborough PE1 4DZ	https://www.eventbrite.co.uk/e/city-guilds-hospitality-apprenticeship-epa-network-peterborough-college-tickets-95214191209
29 th April	Barnsley College Old Mill Lane Campus Church Street Barnsley S70 2LX	https://www.eventbrite.co.uk/e/city-guilds-hospitality-apprenticeship-epa-network-barnsley-college-tickets-95217418863
1 st May	Basingstoke College Worting Road Basingstoke RG21 8TN	https://www.eventbrite.co.uk/e/city-guilds-hospitality-apprenticeship-epa-network-basingstoke-college-tickets-95217812039

6 th May	City & Guilds Office No 1 Newlands Court Attwood Road Burntwood WS7 3GF	https://www.eventbrite.co.uk/e/city-guilds-hospitality-apprenticeship-epa-network-cg-burntwood-tickets-9643366693
11 th May	Westminster College, Victoria centre Vincent Square London SW1P 2PD	https://www.eventbrite.co.uk/e/city-guilds-hospitality-apprenticeship-epa-network-westminster-college-tickets-95218343629
12 th May	Total People Group House King Street Middlewich CW10 9LZ	https://www.eventbrite.co.uk/e/city-guilds-hospitality-apprenticeship-epa-network-middlewich-tickets-95218913333
22 nd May	Hartlepool College Huckelhoven Way Hartlepool TS24 7LB	https://www.eventbrite.co.uk/e/city-guilds-hospitality-apprenticeship-epa-network-hartlepool-college-tickets-95245057531



Funding Changes Confusion

In August 2019 we were informed by the DfE and ESFA that some Level 3 and below pre-existing legacy qualifications will cease to have funding for 16-18, 19+ and 24+ learners (including adult loans) from August 2020.

We are pleased to say this does not affect our Hospitality & Catering qualifications at all.

Global Certification Badges now available for City & Guilds Culinary Apprenticeships

What is new?

We are very excited to announce the launch of the Global Certification Badges for City & Guilds Culinary Apprenticeships.

City & Guilds has worked with employers and WORLDCHEFS, the global professional body for chefs, to create the **first** Global Certification for the hospitality industry. The [Global Hospitality Certification](#) showcases career opportunities in the sector and recognises the skills and experience of hospitality professionals.

From 3 February 2020, Apprentices who have successfully completed or complete one of the following Apprenticeships will be eligible to receive a Global Certification Badge:

- Apprentices who complete the City & Guilds Commis Chef Apprenticeship (9081-12) >> they will be eligible to be issued with the Worldchefs Certified Commis Chef global badge
- Apprentices who complete the City & Guilds Chef de Partie Apprenticeship (9085-12) >> they will be eligible to be issued with the Worldchefs Certified Chef de Partie global badge.

The City & Guilds Culinary Apprenticeships are **the only** Apprenticeships in England which have the Global Certification Badges embedded into the offer.

What does this mean for City & Guilds centres?

Starting on 3 February 2020, eligible Apprentices who have a valid email address recorded in Walled Garden will be automatically issued with the relevant City & Guilds/Worldchefs Global Culinary badge.

Badges will be issued once a month, on the first working day of each month.

What do you need to do?

You need to make sure that Apprentices on the Commis Chef or Chef de Partie Apprenticeship, who wish to receive a Global Certification Badge, have their **personal** email address recorded in Walled Garden.

> For Apprentices who have already **completed one** of the above Apprenticeships:
Add the Apprentice's personal email address into Walled Garden **by 28th February 2020**.

> For Apprentices who are **in the process of completing** one of the above Apprenticeships:
Add the Apprentices' personal email address into Walled Garden before they complete their End Point Assessment.

> For **future Apprentices** on one of the above Apprenticeships:
Add the Apprentices' personal email address into Walled Garden before they complete their End Point Assessment.

You may add the email address at any point during the completion of the Apprenticeship, but our recommendation is to add it at the point of registration.

More information

How to add Apprentice email address in Walled Garden:

End Point Assessment – Customer Booking Guide for Walled Garden

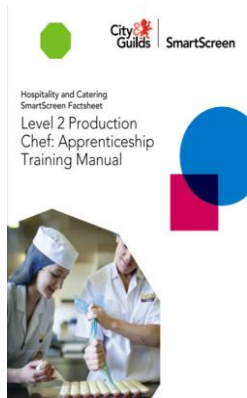
(Please refer to section 2, step 33 on page 8)

More information on Global Hospitality Certification: visit our **website**

Any questions on this Centre Update: contact Jason Benn, Industry Manager, at **jason.benn@cityandguilds.com**.

Apprenticeship and EPA Update

9087-12 Production Chef level 2 Apprenticeship Training Manual now available



You can now purchase the Apprenticeship Training Manual(ATM) to support with formative assessment of the apprentices journey. This costs £350.00 plus VAT for an annual subscription from Smartscreen. Please note this ATM is not available paper based. To order please use the code SS9087-02 and purchase from the walled garden.

Commis Chef EPA packs and FAQs

The Commis Chef EPA pack has been updated and is available on the website. Please download the latest version. Amendments include making the EPA process clearer, please review the front pages which highlight where changes have been made.

We have also added additional Frequently asked questions (FAQS).

Amendments will be made to Chef de Partie, Team Member and Hospitality Supervisor over the next month.

EPA Support details

We've listened to your feedback about there being too many touch points for support on end-point assessment (EPA), sometimes we've left you a bit confused about who to contact, where, when and how and there's been too much back and forth to resolve issues.

So from the end of January 2020 we're responding with a simplified EPA support model aligned to our usual centre support channel. All EPA support queries will now go to our fully EPA trained centre support team and you'll have three different ways to contact them.

If a query is specifically in follow-up to an individual booking/delivery of a specific event where you've been liaising with a named EPA Event Coordinator, then please continue that direct contact using the contact details they provided.



Phone [0844 543 0000](tel:08445430000) (option 5)



Email us at centresupport@cityandguilds.com



Webchat on the 'Contact Us' page on cityandguilds.com/help/contact-us

Our EPA on-boarding coordinators within the EPA Customer Success team remain in place to focus on supporting you with on-boarding and proactive follow-up calls and emails. Please [let us know](#) if you'd like a call from our EPA Customer Success team to support your delivery.



Each month we intend to give some additional information and advice on apprenticeship delivery to support both our centres and our employers.

1. Just to clarify the Professional discussion for Team member and Hospitality Supervisor cannot take place until the Business Project has been passed. This includes where a resit is required.
2. For Team member Gateway evidence includes the Business Operations Brief. The recording forms documents allow you to add the required content there.
3. The Evolve test across all of the Hospitality standards cannot be sat until gateway has been confirmed and the EPA booking confirmation is in place.
4. Please ensure you upload an authenticity statement when you upload the business project for Team member and Hospitality Supervisor.

Technical Qualification updates

Technical Qualification Tutor delivery workshops

Please see below links to some generic networks aimed at supporting teachers/lecturers in current and future delivery of our KS5 Technicals qualifications the agenda will cover:

- Technical resources to support delivery
- Best practice 'hints and tips' for the theory exam
- Generic task - marking of the synoptic assignment and standardisation using the assessment objectives
- Predicting learner grades using the grading calculator
- Setting the scene with Technicals and related assessments - how to use adaptable delivery planners
- Reflecting on your current teaching, learning and assessment practice
- Further follow up support available after the network

You may want to bring along a digital device to help with activities and completion of a short survey at the end.

Please note this network is not sector specific and will not focus specifically on any one technical subject area. It is not designed for those delivering apprenticeships or EPA. The network will start promptly at 10.00 am and is open for registrations and tea/coffee from 9.30am

Please book on using the links below

Date	Location	Booking Link
5 th March 2020	City & Guilds Office, Burntwood, Lichfield	https://www.eventbrite.co.uk/e/ks5-technical-qualifications-teaching-learning-support-network-tickets-92181055017
10 th May 2020	City & Guilds Office, Warrington	https://www.eventbrite.co.uk/e/ks5-technical-qualifications-teaching-learning-support-network-tickets-92181727027
25 th March	City & Guilds Office, London	https://www.eventbrite.co.uk/e/ks5-technical-qualifications-teaching-and-learning-support-network-tickets-92182387001



Technicals Top Tips

Each month we will be bringing you all the updated information as it is available for delivery as well as some top tips.

1. To support you with understanding the marking of the synoptic please view the 4 part synoptic webinars shown below by following the link **Guide to synoptic assessment centre webinar**

Guide to synoptic assessment centre webinars

This four part audio presentation, led by one of City & Guilds Principle Moderators, aims to guide and support centres in the delivery, evidence collection and marking of the Technical Qualification Synoptic Assessments. These bite size webinars cover the following and each will illustrate common pitfalls as well as recommendations for best practise in centres:

- Part 1 – Delivery of the Synoptic assessment
- Part 2 – Learner and centre produced evidence for the synoptic assessment
- Part 3 – Marking and standardisation
- Part 4 – Submission of the evidence to City & Guilds via the Moderation Portal

2. The Deadline has now passed for submitting your Employer Involvement Planners. This year centres were required to submit all Employer Involvement planners for review by 3 February 2020 to **employerinvolvement@cityandguilds.com**.

You can download a template planner and tracker **here** and also view our exemplar. For further advice and guidance please refer to the Employer Involvement Centre Guidance or speak to our Technicals Quality team.

3.If you have learners who require extra time to complete their exam, you must apply for this prior to booking the exam on the Walled Garden. If you haven't done this already then please do get in touch with us as soon as possible. For e-evolve exams only, you need to add on the extra time when scheduling the exam. Extra time cannot be added after the exam has been booked, so you must remember to do this before making any exam bookings. If however you need more than 25% extra time, City & Guilds will need to schedule the test for you. Therefore, you will need to get in touch with our Policy team on 0207 294 2772 or email policy@cityandguilds.com to arrange this.

4. **Level 2 Technical Qualifications results availability**. Please be aware of a slight change to our process: We will make all Level 2 Technical assessment and Qualification results available to centres only via the Walled Garden on Wednesday 19 August 2020 in advance of results release to students on Thursday 20 August. This slight change is to support the request from centres who asked us to provide this data ahead of the actual exam results day to support and enable exams officers, tutors and centre staff to collate the results of Level 2 Technical Qualifications in readiness for students receiving their results on Thursday 20 August. Please note that results released on Wednesday 19 August are restricted to centre staff only and should not be shared with students before Thursday 20 August.

5 We have produced a **recorded presentation** to support teachers in preparing learners for the Technical Qualification theory exam. This generic recording offers "hints and tips" and provides information on assessment objectives, how questions may be structured, examples of the different types of command verbs and the responses required.

The Technicals Quality Team contact details



We're here to support you

As always, our Technicals Quality team is here to help if you have any questions, so get in touch with us if you need further assistance.



E: technicals.quality@cityandguilds.com



T: 0300 303 5352



W: cityandguilds.com/technical-resources

Erasmus

We have been contacted by TEEP whom support centres in gaining students access to the Erasmus project. Please see below for contact details should you be interested.



T.E.E.P. Ltd - Training Education and European Project

Here at TEEP, we specialise in connecting educational, not for profit and commercial organisations with EU funds for educational, vocational and training purposes, mainly referred to the **Erasmus+ Program** (<https://www.erasmusplus.org.uk/>).

Our expertise in the past years has been mainly but not limited to some of the main Erasmus+ sub-programs: **VET, VET school, STAFF**.

Our fully funded exchange programmes create an unparalleled learning experience for your students and staff leveraging EU funds.

We offer end to end project planning to help schools identify the right projects for them, define the right objectives, make sure that funding is approved and take care of all project work with our team of experts to make the process streamlined and pain free. From initial consultation to execution, we will collaborate closely to make sure your voice is heard every step of the way and the journey is as positive as the destination.

When thinking about future relationships with Europe the question right now is "What about Brexit?" Well, the good news is that hundreds of millions have been pledged to the UK for 2020 with a strong view to continue regardless of Brexit's outcome. Countries like Iceland, Switzerland, Norway, Turkey, North Macedonia and Serbia, all participate despite not being in the EU so the prognosis for the UK's continued participation looks healthy.

Who is it for? Erasmus+ has opportunities for a wide range of organisations, including schools, education and training providers, and private businesses or non-profits.

What does this mean for schools and organisations? There's a vast under tapped resource of EU funds that add to the quality of learning, experience and overall offering of your institution. Last year, the underspend was £200 million so we want to connect as many schools/organisations as possible with an underutilised funding source.

What does this mean for school staff and how does it work? Erasmus+ offers the chance for school staff to enhance their skills through a variety of international exchange experiences which are fully funded, including travel, accommodation and board. The activities vary from job shadowing and knowledge exchange to building new skills through structured training. There are short term and long term opportunities available for staff at all levels. The programme will not only enhance their skills but will increase job satisfaction and available funds for the participating institutions.

What does this mean and how does it work for students? Students can expect a fully funded international exchange experience. Flights, accommodation and pocket money are all covered. We facilitate the experience with our diverse network of professional organisations for internships, language classes and vocational training ensuring we always find the right place for the right student.

How does it work for schools? We would help you identify the most suitable exchange programmes for your school or organisation and guide you through the process, define the objectives of the exchange and ensure it was the right type of programme for your staff and students. There is no fee for this service or extra effort required from a school's perspective, just the desire to enhance the offering and experience for your staff and students.

To express interest for your school or organisation please email info@teep ltd.co.uk or call 0207 869 5146



Venues and events, we are attending

Please come and say hello!

Casual Dining Show 26th March 2020

We are also holding three further employer network events, providing employers with an update on qualifications, T-Levels, Apprenticeships and Global Certification, also providing a great opportunity for lunch and networking, if you wish to attend please bring employers along with you.

Date	Venue	Booking Link
21 st April	City College Norwich Ipswich Road Norwich Norfolk NR2 2LJ	https://www.eventbrite.co.uk/e/hospitality-catering-employer-update-and-lunch-norwich-tickets-83313277255
7 th May	Stoke City College Cauldon Campus Stoke Staffordshire ST4 2DG	https://www.eventbrite.co.uk/e/copy-of-hospitality-catering-employer-update-and-lunch-stoke-tickets-96607990099
15 th May	Exeter College Hele Road Exeter College Exeter Devon EX4 4JS	https://www.eventbrite.co.uk/e/copy-of-copy-of-hospitality-catering-employer-update-and-lunch-exeter-tickets-96608838637



Keep in touch and up to date

For regular updates and further information please follow us on:



Jason Benn - Twitter Link

Jason Benn-Instagram Link

Jason Benn - LinkedIn Link

Amelia Bodle - Twitter Link

Amelia Bodle - Instagram Link

Amelia Bodle - LinkedIn 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** or **amelia.bodle@cityandguilds.com**

For specific queries and enquiries please contact our dedicated customer support team

centresupport@cityandguilds.com or 0844 543 0000

Thank you for your continued support.

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