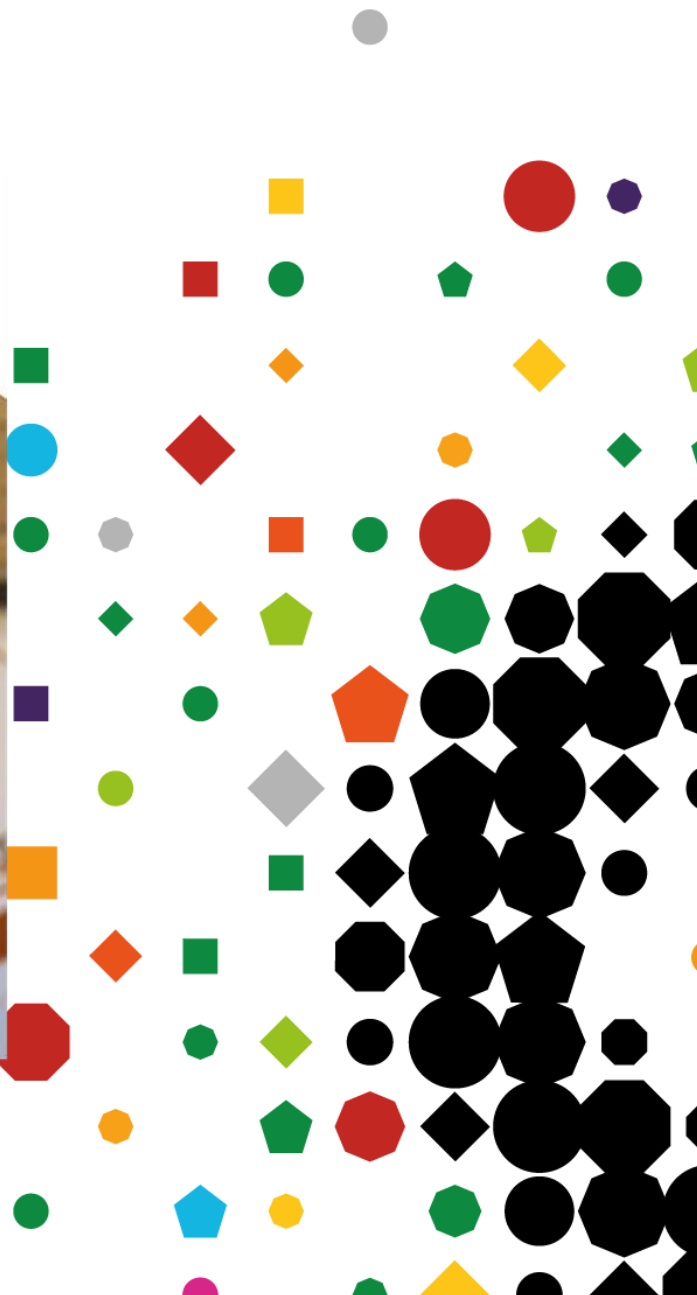




ALL ABOUT HOSPITALITY & CATERING

Issue 26
March 2021



All about Hospitality & Catering

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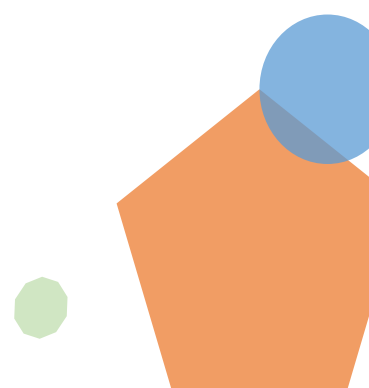
A newsletter from City & Guilds on education updates in Hospitality & Catering for all nations.

In this issue:

- Hospitality & Catering Update Webinars
- DFE/Ofqual Consultation
- Updated Hospitality Mitigation guidance
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- [Teacher Assessed Grades \(TAG\)](#)
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- Industry News
- Keep in touch and up to date

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 Update Webinars

Update webinars continue to replace any face to face network meetings. We have scheduled in webinars from March 2021 for the next 4 months. These will include any monthly updates on EPA dispensations, Mitigation and qualification developments with always plenty of time for any questions.

DATE & TIME	BOOKING LINK
30/4/2021 10.00-11.30	https://attendee.gotowebinar.com/register/6572489496166847758
20/5/2021 12.00-13.30	https://attendee.gotowebinar.com/register/2759918635010766606
23/6/2021 16.00-17.30	https://attendee.gotowebinar.com/register/5542063484307273742

EPA Specific webinar – 27th April 14.30-15.30

The webinar is to support all centres using City & Guilds as their EPAO. The agenda will include:

An update on all Hospitality EPA standards

Sharing of Lead Independent end point assessor feedback to improve practice and highlight good practice across all Hospitality standards which City & Guilds offer EPA for.

Discussion on quality assurance processes used by centres for the standards- centres to share ideas and thoughts

Link to register:

<https://attendee.gotowebinar.com/register/4652238620285922829>

DFE/Ofqual Consultation



Update 25 February - Update on assessment arrangement 2021

The Department of Education and Ofqual published the outcomes of their January consultation, and the **new assessment arrangements for 2021**.

We are here to support you with the new arrangements and offer support as you plan ahead. We appreciate that you will have many questions, and over the coming days and weeks we will be issuing a clear timetable of communications, support, webinars and resources so that we can work together to support learners this year.

We have a new web page below that provides more information in light of the DfE and Ofqual announcements today, which includes some initial details on the types of qualifications in scope, adaptations, results, appeals and the option of Teacher Assessed Grades (TAGs).

Please **visit our webpage** to find out more.

Updated Specific Hospitality Mitigation guidance

Version 1.2 is now available to download with an update on additional adaptations see table below for content and qualifications the additional adaptation covers

1.2 (April 2021)	Additional adaptation guidance added for assessment 305 & 308 in 7103	7103
	Additional guidance added around remote assessment for competency quals	7131, 7132, 7133, 7148, 7240



Centre Support telephone number changes

Our 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.

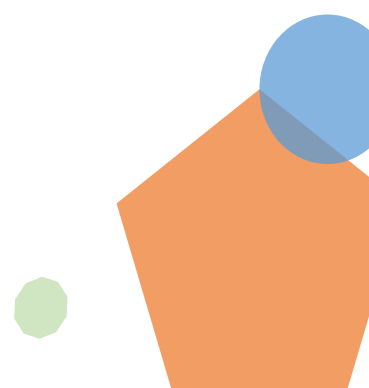
Our current centre support and learner support numbers have changed from **Monday 15 March**.

- 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.



Apprenticeship and EPA Update



Chef de Partie Assessment pack updated

FAO: All Examination Officers

9085-12 Chef de Partie End Point Assessment Pack for the above EPA has been updated.
9085-12 Chef de Partie Assessment Pack for Centres v5 is now available on the City & Guilds website and on EPA-pro

LIEPA Good practice/ideas

1. Please attend the initial meetings that are set up with the apprentice and employer if you possibly can so you are aware of what is discussed and any issues/support you may need to provide to either the apprentice or employer during EPA.
2. For Commis Chef and Chef de Partie please complete a quality assurance check to ensure the full requirements are met for recipe logs. If you are unsure what these are please review the following presentation:

City & Guilds: Recipe log requirements for Commis Chef and Chef de Partie - YouTube

EPA support contact details



Phone 0844 543 0000 (option 5)



Email us at centresupport@cityandguilds.com



Technical Qualification Update

Technicals Spring and Summer Series Exams

These exams are no longer going ahead. Please see the update on the covid 19 webpages we now have a specific page just for Technical Qualifications

Technicals Qualifications Webpage

Teacher Assessed Grades

Updated 22 March. Technical Qualifications - Teacher Assessed Grades Centre Guidance

We have developed specific information for all Heads of Centre, Heads of Department and tutors on the determination and submission of Teacher Assessed Grades (TAG) for summer 2021.

TAG – Technical Qualifications Centre Guidance

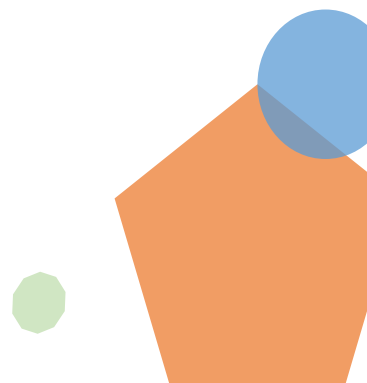
This guidance, alongside our **support webinars** and **timeline document**, will support you with the TAG process for this summer's results, and we will continue to provide additional information, FAQs and support webinars in the coming weeks and months.

We will also publish a recorded customer webinar week commencing 12 April which will provide further detail around the TAG process, including guidance around IQA and what centres need to provide to City & Guilds prior to submitting their TAGs.

Hospitality & Catering webinar for Technical Qualifications

A webinar took place on March 24th to update on the TAG process and delivery of the Hospitality & Catering Technicals. Please view below

Registration ([gotowebinar.com](https://www.gotowebinar.com))



Industry news

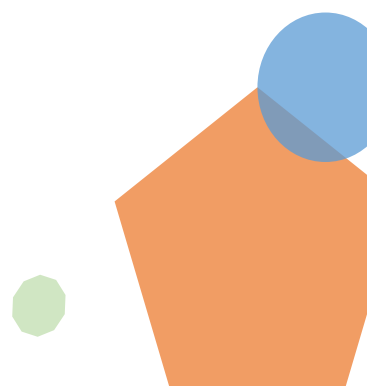
The Seat at the table campaign still needs support to try to get a minister for Hospitality. The petition can be signed by following the link [sign the petition](#).

Have you heard of Bridging the skills gap? A group of colleges, training providers, employers and educationalists trying to do just that- Bridge the skills gap and work together. [Bridging The Skills Gap | Helping the people in hospitality education \(btsg.org.uk\)](#)

Another interesting website which may help your learners is Career scope [Home - CareerScope - Hospitality | Leisure | Tourism](#)

Have you joined HOSCO yet? A specific Hospitality & Catering networking and career management website? Take a look [Hosco: The World's Leading Hospitality Network | hosco](#).


Hoteliers Charter, formed by Sally Beck earlier this year the charter now has over 250 members, throughout the UK. The Hoteliers' Charter is designed to raise the profile of our industry in the public arena, advocating working in hotels as a great career choice. The Charter Hoteliers' role is to encourage employment from their locality into the wider hospitality industry, primarily through hotels. Please take a look at the website and encourage your local hoteliers to join the [Hoteliers Charter](#)



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	

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 or amelia.bodle@cityandguilds.com

For specific queries and enquiries please contact our dedicated customer support team centresupport@cityandguilds.com or 01924 930800

Thank you for your continued support.

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