IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 6 APRIL 2015

Modifications to SASE came into effect on 6th April 2015. These changes ONLY relate to the Transferable Skills requirements of a framework and they ONLY apply to new Apprenticeship starts on, or after, 6th April 2015. Apprenticeships starts before this date must continue to meet the 2013 SASE requirements for Transferable Skills. For more details of the changes and how they will affect new Apprenticeship starts, please read the following preface page to the framework document.

NB: Please check the "Revising a Framework" section for information on any additional changes that may have been made to this framework.

Latest framework version?

Please use this link to see if this is the latest issued version of this framework:
afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR02964

Issue date: 26 August 2014
Modifications to SASE came into effect on 6th April 2015. The changes ONLY relate to the Transferable Skills requirements of a framework and they ONLY apply to new Apprenticeship starts on, or after, 6th April 2015. Apprenticeships started before this date must continue to meet the 2013 SASE requirements for Transferable Skills.

The modifications removed the “5 year rule”, meaning that acceptable qualifications, achieved before September 2012, are now in scope. This includes iGCSEs, A and AS Levels, O Levels and Key Skills. However, there are still minimum grade/level requirements that need to be achieved, depending on the level of Apprenticeship being undertaken. There have also been some changes to the minimum grade/level requirements which, in summary are:

Intermediate Apprenticeship:  
- GCSE/iGCSE/A and AS Levels - minimum acceptable grade is now E, irrespective of achievement date (for ALL acceptable GCSEs/iGCSEs/A/AS Levels)
- Key Skills - minimum acceptable is Level 1, irrespective of achievement date
- O Levels – minimum acceptable grade is C, irrespective of achievement date

Advanced Apprenticeship:  
- GCSE/iGCSE - minimum acceptable grade is now C, irrespective of achievement date (for ALL acceptable GCSEs/iGCSEs)
- A/AS Level - minimum acceptable is grade E, irrespective of achievement date
- Key Skills - minimum acceptable is Level 2, irrespective of achievement date
- O Levels - minimum acceptable grade is C, irrespective of achievement date

Higher Apprenticeship:  
- There remains no mandatory requirement for Transferable Skills qualifications to be achieved.

Please note that some frameworks may have grade/level requirements that are above the SASE minimum requirements. Please check the framework to ascertain where this is the case and/or check directly with the specific Issuing Authority responsible for the framework.

The updated version of SASE, and guidance documents, can be accessed here: http://afo.sscalliance.org/SASE

PLEASE NOTE THAT THAT THE NEW REQUIREMENTS FOR TRANSFERABLE SKILLS, AS DETAILED ABOVE, OVERRIDE THE NOTES AND GRADES/LEVELS ASSOCIATED WITH THE TRANSFERABLE SKILLS TABLES, WITHIN THIS DOCUMENT. Until the Transferable Skills tables can be updated, any references to “achieved before Sept 2012 and within 5 years of starting Apprenticeship” or “achieved before September 2012, otherwise at any time prior to starting Apprenticeship” can now be ignored.

Over the next few months, the Transferable Skills section within AFO will be amended to reflect the SASE modifications and all current frameworks will be updated and reissued to incorporate these changes. In the meantime, if you are in any doubt as to the requirements of any framework then please contact the relevant Issuing Authority.
Hospitality (England)

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# Framework summary

## Hospitality

### Intermediate Level Apprenticeship in Hospitality

This framework includes information on Personal Learning and Thinking Skills

## Pathways for this framework at level 2 include:

### Pathway 1: Hospitality Services

**Competence qualifications available to this pathway:**
- C1 - Level 2 NVQ Diploma in Hospitality Services (QCF)

**Knowledge qualifications available to this pathway:**
- K1 - Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services) - QCF

**Combined qualifications available to this pathway:**
- N/A

This pathway also contains information on:
- Employee rights and responsibilities
- Functional skills

### Pathway 2: Food and Beverage Service

**Competence qualifications available to this pathway:**
- C1 - Level 2 NVQ Diploma in Food and Beverage Service (QCF)
- C2 - Level 2 NVQ Diploma in Beverage Service (QCF)
- C3 - Level 2 NVQ Diploma in Food Service (QCF)

**Knowledge qualifications available to this pathway:**
- K1 - Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service) - QCF
- K2 - Level 2 Certificate in Hospitality and Catering Principles (Beverage Service) - QCF
- K3 - Level 2 Certificate in Hospitality and Catering Principles (Food Service) - QCF

**Combined qualifications available to this pathway:**
- N/A

This pathway also contains information on:
- Employee rights and responsibilities
- Functional skills

### Pathway 3: Housekeeping

**Competence qualifications available to this pathway:**
- C1 - Level 2 NVQ Diploma in Housekeeping (QCF)

**Knowledge qualifications available to this pathway:**
- K1 - Level 2 Certificate in Hospitality and Catering Principles (Housekeeping) - QCF

**Combined qualifications available to this pathway:**
- N/A

This pathway also contains information on:
Pathway 4: Front of House Reception

**Competence qualifications available to this pathway:**
- C1 - Level 2 NVQ Diploma in Front of House Reception (QCF)

**Knowledge qualifications available to this pathway:**
- K1 - Level 2 Certificate in Hospitality and Catering Principles (Front of House Reception) - QCF

**Combined qualifications available to this pathway:**
- N/A

**This pathway also contains information on:**
- Employee rights and responsibilities
- Functional skills

Hospitality

Advanced Level Apprenticeship in Hospitality Supervision and Leadership

This framework includes information on Personal Learning and Thinking Skills

Pathways for this framework at level 3 include:

Pathway 1: Hospitality Supervision and Leadership

**Competence qualifications available to this pathway:**
- C1 - Level 3 NVQ Diploma in Hospitality Supervision and Leadership (QCF)

**Knowledge qualifications available to this pathway:**
- K1 - Level 3 Award in Hospitality Supervision and Leadership Principles (QCF)

**Combined qualifications available to this pathway:**
- N/A

**This pathway also contains information on:**
- Employee rights and responsibilities
- Functional skills

Pathway 2: Hospitality Retail Outlet Supervision

**Competence qualifications available to this pathway:**
- C1 - Level 3 Certificate in Hospitality Retail Outlet Management (QCF)

**Knowledge qualifications available to this pathway:**
- K1 - Level 3 Certificate in Principles of Hospitality Retail Outlet Management (QCF)

**Combined qualifications available to this pathway:**
- N/A

**This pathway also contains information on:**
- Employee rights and responsibilities
- Functional skills
… Hospitality (England)
Framework information

Information on the Issuing Authority for this framework:

People 1st

Apprenticeship sector for occupations in hospitality, catering, retail, leisure, travel, tourism and passenger transport.

| Issue number: 15 | This framework includes: |
| Framework ID: FR02964 | Level 2 |
| Date this framework is to be reviewed by: 31/07/2017 | Level 3 |

This framework is for use in: England

Short description

This framework will act as an entry and progression route for new staff in the sector and to upskill existing staff. Intermediate Level Apprentices will train in housekeeping, front of house reception, waiters/silver service waiters, bar person. Advanced Level Apprentices will train as head housekeeper, head receptionist, Team Leader in Hospitality Retail Outlets, Supervisor of Hospitality Retail Outlet, or as a manager in hotels, restaurants, pubs, bars and clubs.
Contact information

Proposer of this framework

People 1st uses a number of mechanisms for engaging with employers on the development of this framework which include, employer working groups, networks, associations and other bodies, for example, People 1st Chain Employer Group; People 1st Industry Panels; National Skills Academy for Hospitality; Membership associations such as the Academy of Food and Wine Service and UK Housekeepers; Professional Bodies; Institute of Hospitality members; Industry Professional Body Forum; Provider and College Networks and Awarding Organisations. A number of Key employers were involved in the development of this framework, for example: Abode Hotels; Barceló Hotels; Compass; Jupiter Hotels; McDonalds; Mitchells & Butlers; Sodexo; Spirit Group; SSP (Select Service partnership); Victory Services Club; Whitbread; JD Wetherspoons; Weetwood Hall Conference Centre and Hotel.

Developer of this framework

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Issuing Authority's contact details

Issued by: People 1st
Issuer contact name: Joanne Parker
Issuer phone: 01895 817000
Issuer email: joanne.parker@people1st.co.uk
Revising a framework

Contact details

<table>
<thead>
<tr>
<th>Who is making this revision:</th>
<th>Susan Herd</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your organisation:</td>
<td>People 1st</td>
</tr>
<tr>
<td>Your email address:</td>
<td><a href="mailto:frameworkreview@people1st.co.uk">frameworkreview@people1st.co.uk</a></td>
</tr>
</tbody>
</table>

Why this framework is being revised

The Hospitality framework has been revised to include newly accredited Pearson qualifications.

Summary of changes made to this framework

The framework has been revised to include newly accredited Pearson level 3 qualifications.

Qualifications removed

None.

Qualifications added

Level 3

- 601/2487/8 - Pearson BTEC Level 3 Certificate in Principles of Hospitality Retail Outlet Management
- 601/2501/9 - Pearson Edexcel Level 3 Certificate in Hospitality Retail Outlet Management

Qualifications that have been extended

None
Purpose of this framework

Summary of the purpose of the framework

Defining Apprenticeships

An Apprenticeship is a job with an accompanying skills development programme designed by employers in the sector. It allows the apprentice to gain technical knowledge and real practical experience, along with functional and personal skills, required for their immediate job and future career. These are acquired through a mix of learning in the workplace, formal off the job training and the opportunity to practice and embed new skills in a real work context. This broader mix differentiates the Apprenticeship experience from training delivered to meet narrowly focused job needs.

All apprentices commencing their Apprenticeship must have an Apprenticeship Agreement between the employer and the apprentice. This can be used to reinforce the understanding of the requirements of the Apprenticeship.

On completion of the Apprenticeship the apprentice must be able to undertake the full range of duties, in the range of circumstances appropriate to the job, confidently and competently to the standard set by the industry.

The Hospitality Industry

The Hospitality industry covers hotels, restaurants, pubs, bars and nightclubs, hospitality services, youth/backpacker hostels, holiday centres and self catering accommodation. It operates across well known chains and in small businesses, including owner/operators, which make up just under three quarters of employers. The industry is a big employer and contributes around £30bn to the English economy each year.

Hospitality is part of the wider leisure, travel and tourism sector which needs to recruit 855,000 staff by the year 2017 to replace those who leave or retire. The industry is facing a number of key challenges to make sure that staff have the right skills and, once trained, they stay and develop their skills to fulfill their career ambitions, contributing to increased productivity and business profitability. The key challenges, which this framework will help to address include:

- although the industry is well known for providing training, only 3% of the training leads to formal qualifications which are nationally recognised and this is likely to have had an impact on staff motivation and retention;
- the industry finds it difficult to attract people who have the right skills for the job, mainly because there is a perception that the sector provides casual jobs, but does not offer long-term career opportunities. This leads to high staff turnover and increased costs on
the business to replace those who leave or retire;
- whilst the industry employs a high percentage of young staff and the average age of a manager is under 30 years old in parts of the industry, over half of these managers do not have formal qualifications for their job and this framework provides a progression route into supervision and management jobs;
- there are currently over 677,000 managers and projections estimate a further 174,000 being required by 2017. Management and leadership skills gaps continue to become more acute despite the fact that over two-thirds of employers are carrying out training of their staff in this area and this Apprenticeship will provide a progression route into management roles;
- the industry relies on excellent customer service to provide a welcoming and pleasant experience for customers and these skills need to be improved so that customers continue to come back;
- the Hospitality industry needs to make the most of the available talent pool by attracting more males into front of house and housekeeping roles, in order to represent its customer base.

**Employer support for the Hospitality Apprenticeship**

Apprenticeships are seen as critical by employers, as they are able to provide apprentices with a ready-made high quality programme which they have helped to design and which gives them the skills they need. These Apprenticeships will encourage entry into the industry, attracting those from diverse groups and provide progression pathways into higher level jobs and into Apprenticeships to upskill the workforce, where currently over half do not have formal qualifications for their job.

Employers have been supporting the Hospitality and Catering industry for a number of years with around 24,000 level 2 apprentices and 5,000 Level 3 apprentices starting the programme each year in England and this is set to increase.

By providing nationally recognised qualifications, employability skills and a career route into management, staff are more likely to be more motivated to stay which, in turn, helps businesses to increase their productivity and remain profitable.

**Specific job roles for Intermediate Level apprentices:**

- Hospitality Services - Hospitality Services Assistant. Working in a range of settings of different sizes where employers expect staff to undertake a range of duties including serving customers, preparing and cooking food, serving drinks, reception, cleaning and preparing rooms;
- Food and Beverage Service - Waiter or Silver Service Waiter - food and beverage or food services or Bar/cellar person;
- Housekeeping - Housekeeper, Room Attendant (housekeeping), Chamber Maid;
- Front of House - Front of House Receptionist.
Specific job roles for Advanced Level apprentices:

Hospitality Supervision and Leadership working as:

- Unit Manager - Contract Catering;
- Head Housekeeper;
- Head of Reception;
- Front of House Manager;
- Duty/Hotel Supervisor/Manager;
- Regional Supervisor/Manager in a restaurant or pub chain with multiple outlets.

Hospitality Retail Outlet Supervision working as:

- Team Leaders in Hospitality Retail Outlets
- Supervisor of Hospitality Retail Outlet

Aims and objectives of this framework (England)

Aim of the framework

The aim of this framework is to attract and retain people into Hospitality from a wide range of backgrounds to replace those who leave or retire and provide employers with the skills they need in order to help increase productivity and profitability.

Objectives of this framework are to:

1. Contribute to increasing productivity and performance by ensuring that staff have flexible entry routes at Levels 2 and 3;
2. Provide a flexible entry route to attract and retain people in the Hospitality industry from under-represented groups, to ensure that the industry represents its customer base;
3. Provide small businesses with access to a high quality training programme to help their businesses remain profitable;
4. Contribute towards professionalising career pathways to jobs, training and qualifications into Level 4 and higher to aid retention.
Entry conditions for this framework

There are no specific entry requirements for this framework to ensure that it is open to all who wish to pursue a career within the Hospitality Industry.

Employers are looking for those who are keen to work as part of a team, have a 'can do attitude' and have high standards of personal hygiene. Applicants will need basic communication skills on which this apprenticeship will build, be excellent timekeepers and be willing to work shifts, which will often be outside the 9.00 - 5.00 pattern.

Initial Assessment

Training providers and employers will use initial assessment to ensure that applicants have a fair opportunity to demonstrate their ability and to tailor programmes to meet individual needs. This process will identify prior qualifications and experience which may count towards achievement of the framework. Where this is the case, apprentices will be encouraged to undertake new learning at a higher level and develop new skills.
Level 2

Title for this framework at level 2

Intermediate Level Apprenticeship in Hospitality

Pathways for this framework at level 2

- Pathway 1: Hospitality Services
- Pathway 2: Food and Beverage Service
- Pathway 3: Housekeeping
- Pathway 4: Front of House Reception
Level 2, Pathway 1: Hospitality Services

Description of this pathway

Hospitality (Hospitality Services)

Total minimum credits: 62 credits representing:

- Competence qualification: 37 credits;
- Knowledge qualification: 15 credits;
- Functional Skills in English and Maths: 10 credits.

Entry requirements for this pathway in addition to the framework entry requirements

A willingness to serve alcohol.
<table>
<thead>
<tr>
<th>Job title(s)</th>
<th>Job role(s)</th>
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<tr>
<td>Hospitality Services Assistant.</td>
<td>Working in a range of settings of different sizes where employers expect staff to undertake a range of duties including serving customers, preparing and cooking food, serving drinks, reception, cleaning and preparing rooms.</td>
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## Qualifications

### Competence qualifications available to this pathway

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<th>Ref no.</th>
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<th>Credit value</th>
<th>Guided learning hours</th>
<th>UCAS points value</th>
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<td>C1a</td>
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Knowledge qualifications available to this pathway

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<td>15</td>
<td>105 - 141</td>
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</table>
Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

Hospitality Services Assistant:

- Competence qualification: Level 2 NVQ Diploma in Hospitality Services;
- Knowledge qualification: Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services).

Apprentices do not have to select the same Awarding Organisation for both the competence and knowledge qualifications.
Transferable skills (England)

Functional Skills / GCSE (with enhanced functional content) and Key Skills (England)

Apprentices must complete or have completed one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

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<th>Credit value</th>
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<tr>
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<tr>
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<td>A’ Level or AS Level qualification in English Language*</td>
<td>E</td>
<td>N/A</td>
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<td>A’ Level or AS Level qualification in English Literature*</td>
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<tr>
<td>A’ Level or AS Level qualification in English Language and Literature*</td>
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<td>GCSE or O’ Level qualification in English Language**</td>
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<td>A’ Level or AS Level qualification in English Language**</td>
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<tr>
<td>A’ Level or AS Level qualification in English Literature**</td>
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<tr>
<td>A’ Level or AS Level qualification in English Language and Literature**</td>
<td>A</td>
<td>N/A</td>
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</table>

* achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.
** achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.
### Mathematics

<table>
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<tr>
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</tr>
<tr>
<td>GCSE qualification (with enhanced functional content) in Mathematics</td>
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<td>A’ Level or AS Level qualification in Pure Mathematics*</td>
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<td>A’ Level or AS Level qualification in Pure Mathematics**</td>
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</tr>
</tbody>
</table>

* achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.

** achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.

### Inclusion of Information and Communications Technology (ICT)

We have consulted with employers and partners who indicated that ICT would be relevant to the Hospitality Services Intermediate Level Apprenticeship. However, they would be looking for something that would be compatible with their in house systems, otherwise it would not be seen as relevant. It was therefore felt that Functional Skills in ICT should not be included in this pathway.

### Progression routes into and from this pathway

Progression into the Intermediate Level Apprenticeship in Hospitality Services:
This will be from a range of routes, including:

- record of achievement from school;
- awards such as the Duke of Edinburgh or similar;
- employment - general or related to the hospitality, leisure, travel and tourism or retail industries;
- evidence of work experience/voluntary work or non accredited training/qualifications through a portfolio or skills passport for the industry (www.hospitalityguild.co.uk);
- Entry level Certificate in Introduction to the Hospitality Industry;
- Entry level Award in Introduction to the Hospitality Industry;
- Level 1 Certificate in Introduction to the Hospitality Industry;
- Level 1 Award in Introduction to the Hospitality Industry;
- Level 1 Certificate in introduction to employment in the Hospitality Industry (pre employment);
- Level 1 Certificate in investigating the Hospitality Industry;
- Level 1 Certificate in Food and Beverage Services;
- Level 1 NVQ Certificate in Hospitality Services;
- Young Apprenticeship in Hospitality;
- (14 – 19) Diploma in Hospitality;
- a range of vocational qualification(s) including Customer Service, Hospitality and Catering or Travel and Tourism;
- academic qualifications such as GCSEs in English, Maths, Business Studies, Leisure and Tourism.

Apprentices will undergo an initial assessment to identify prior learning and experience which may count towards the achievement of this Apprenticeship.

**Progression from the Intermediate Apprenticeship in Hospitality services**

**Jobs**

- on completion of the Apprenticeship the apprentice will be competent to work as a Hospitality Services Assistant;
- following further training and development, progress to a supervisory positions (such as Front of House Supervisor, Kitchen Supervisor or Bar Supervisor) with possible routes to eventual owner/manager of smaller hotels or bed and breakfast establishments.

**Advanced Level Apprenticeships**

- Advanced Level Apprenticeship in Hospitality - Hospitality Supervision and Leadership pathway;
- Advanced Level Apprenticeship in Licensed Hospitality;
- Advanced Level Apprenticeship in Business and Administration or Customer Service - subject to entry requirements for these apprenticeship programmes.

**Further Education:**
- Specialist qualifications in Beverage and Licensed Hospitality;
- Level 3 Certificate in Hospitality Business Management;
- Units specific to Housekeeping (such as the L3 'Supervise Housekeeping Operations' unit, K/502/9561);
- Level 3 Diploma in Hospitality.

For more information about careers and qualifications in the Hospitality and Catering Sectors visit: [www.hospitalityguild.co.uk](http://www.hospitalityguild.co.uk)
Employee rights and responsibilities

ERR Delivery

The nine outcomes for ERR are embedded in the mandatory units of the competence based qualification for this pathway - (T/601/7214 - Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector).

The apprentice’s induction is an important way of meeting some of the ERR requirements and apprentices must cover health and safety at the beginning of the Apprenticeship.

Recording

Providers must ensure that apprentices use an awarding organisation portfolio of evidence to record where and how they have learned about ERR.

Evidence of ERR

The ERR unit is contained within the competence-based qualification for all pathways, therefore, evidence for this will be the certificate for this qualification with the ERR unit listed on the certificate as having been completed. The competence certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed declaration form. From 19th December 2013, providers should upload Version 3 of the ACE Apprenticeship Declaration and Authorisation form as part of the certification process. This can be downloaded directly from ACE: https://acecerts.co.uk/web/forms-documentation
Description of this pathway

Hospitality (Food and Beverage Service)

Total minimum credits: 60 credits representing:

- Competence qualification: 37 credits;
- Knowledge qualification: 13 credits;
- Functional Skills in English and Maths: 10 credits.

Entry requirements for this pathway in addition to the framework entry requirements

A willingness to serve alcohol.
<table>
<thead>
<tr>
<th>Job title(s)</th>
<th>Job role(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waiter or Silver Service Waiter (Food and Beverage)</td>
<td>Taking food and drink orders, maintaining a high standard of customer care and taking opportunities to maximise sales in a discreet manner, ensure that tables are cleaned quickly and efficiently, preparing and checking bills and receiving payment</td>
</tr>
<tr>
<td>Waiter or Silver Service Waiter (Food Service)</td>
<td>Taking food orders, maintaining a high standard of customer care and taking opportunities to maximise sales in a discreet manner, ensure that tables are cleaned quickly and efficiently, preparing and checking bills and receiving payment</td>
</tr>
<tr>
<td>Bar/cellar person</td>
<td>Help set up the bar area, stock the shelves and refrigerators, prepare garnishes, serve snacks and a wide range of alcoholic/non alcoholic drinks, take payment, clear tables, washing glasses, and clear up after service.</td>
</tr>
</tbody>
</table>
Qualifications

Competence qualifications available to this pathway

<table>
<thead>
<tr>
<th>No.</th>
<th>Ref no.</th>
<th>Awarding organisation</th>
<th>Credit value</th>
<th>Guided learning hours</th>
<th>UCAS points value</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1a</td>
<td>500/9544/4</td>
<td>City &amp; Guilds</td>
<td>37</td>
<td>279 - 291</td>
<td>N/A</td>
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<tr>
<td>C1b</td>
<td>500/9715/5</td>
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<td>37</td>
<td>279 - 291</td>
<td>N/A</td>
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<tr>
<td>C1c</td>
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<td>279-291</td>
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<td>C1d</td>
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<td>C1f</td>
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<td>37</td>
<td>279-291</td>
<td>N/A</td>
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<td>279-291</td>
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<td>C1h</td>
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<td>279-291</td>
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<td>C1i</td>
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<td>279-291</td>
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<tr>
<td>C1j</td>
<td>600/7991/5</td>
<td>HABC</td>
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<td>279-291</td>
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<td>C1k</td>
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<td>NCFE</td>
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</tbody>
</table>
## Competence qualifications available to this pathway (cont.)

### C2 - Level 2 NVQ Diploma in Beverage Service (QCF)

<table>
<thead>
<tr>
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<th>Ref no.</th>
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<th>Guided learning hours</th>
<th>UCAS points value</th>
</tr>
</thead>
<tbody>
<tr>
<td>C2a</td>
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<td>C2b</td>
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<td>266 - 274</td>
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<td>C2c</td>
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<td>FAQ</td>
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<td>266 - 274</td>
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<td>HABC</td>
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</table>
Competence qualifications available to this pathway (cont.)

<table>
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<tr>
<th>No.</th>
<th>Ref no.</th>
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<th>Credit value</th>
<th>Guided learning hours</th>
<th>UCAS points value</th>
</tr>
</thead>
<tbody>
<tr>
<td>C3a</td>
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<td>294 - 309</td>
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<td>C3i</td>
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<td>37</td>
<td>294-309</td>
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Knowledge qualifications available to this pathway

<table>
<thead>
<tr>
<th>No.</th>
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</table>
Knowledge qualifications available to this pathway (cont.)

<table>
<thead>
<tr>
<th>No.</th>
<th>Ref no.</th>
<th>Awarding organisation</th>
<th>Credit value</th>
<th>Guided learning hours</th>
<th>UCAS points value</th>
</tr>
</thead>
<tbody>
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</table>
### Knowledge qualifications available to this pathway (cont.)

<table>
<thead>
<tr>
<th>No.</th>
<th>Ref no.</th>
<th>Awarding organisation</th>
<th>Credit value</th>
<th>Guided learning hours</th>
<th>UCAS points value</th>
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</thead>
<tbody>
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<tr>
<td>K3e</td>
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<td>14</td>
<td>100 - 128</td>
<td>N/A</td>
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</tbody>
</table>
Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

**Waiter or Silver Service Waiter (Food and Beverage)**

- Competence qualification: Level 2 NVQ Diploma in Food and Beverage Service;
- Knowledge qualification: Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service).

**Waiter or Silver Service Waiter (Food Service)**

- Competence qualification: Level 2 NVQ Diploma in Food Service;
- Knowledge qualification: Level 2 Certificate in Hospitality and Catering Principles (Food Service).

**Bar/cellar person**

- Competence qualification: Level 2 NVQ Diploma in Beverage Service;
- Knowledge qualification: Level 2 Certificate in Hospitality and Catering Principles (Beverage Service).

Apprentices do not have to select the same Awarding Organisation for both the competence and knowledge qualifications.
Transferable skills (England)

Functional Skills / GCSE (with enhanced functional content) and Key Skills (England)

Apprentices must complete or have completed one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

<table>
<thead>
<tr>
<th>English</th>
<th>Minimum level or grade</th>
<th>Credit value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functional Skills qualification in English</td>
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<td>5</td>
</tr>
<tr>
<td>GCSE qualification in English (with enhanced functional content)</td>
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<td>5</td>
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<tr>
<td>Key Skills qualification in Communication achieved either before September 2013 as part of the Apprenticeship, or... *</td>
<td>1</td>
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<tr>
<td>GCSE Qualification in English*</td>
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</tr>
<tr>
<td>A’ Level or AS Level qualification in English Literature*</td>
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<tr>
<td>A’ Level or AS Level qualification in English Language and Literature*</td>
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<tr>
<td>A’ Level or AS Level qualification in English Language**</td>
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<tr>
<td>A’ Level or AS Level qualification in English Literature**</td>
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<tr>
<td>A’ Level or AS Level qualification in English Language and Literature**</td>
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<td>N/A</td>
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</tbody>
</table>

* achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.

** achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.
### Mathematics

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Minimum level or grade</th>
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<tbody>
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<td>5</td>
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<tr>
<td>GCSE qualification (with enhanced functional content) in Mathematics</td>
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<tr>
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<tr>
<td>GCSE qualification in Mathematics*</td>
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<td>A’Level or AS Level qualification in Further Mathematics*</td>
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<tr>
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<tr>
<td>A’ Level or AS Level qualification in Further Mathematics**</td>
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</tbody>
</table>

* achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.

** achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.

### Inclusion of Information and Communications Technology (ICT)

We have consulted with employers and partners who indicated that ICT would be relevant to this pathway, however, they would be looking for something that would be compatible with their in house systems, otherwise it would not be seen as relevant. It was therefore felt that Functional Skills in ICT should not be included in this pathway.

### Progression routes into and from this pathway
Progression into the Intermediate Level Apprenticeship:

This will be from a range of routes, including:

- record of achievement from school;
- awards such as the Duke of Edinburgh or similar;
- employment - general or related to the hospitality, leisure, travel and tourism or retail industries;
- evidence of work experience/voluntary work or non accredited training/qualifications through a portfolio or skills passport for the industry (www.hospitalityguild.co.uk);
- Entry level Certificate in Introduction to the Hospitality Industry;
- Entry level Award in Introduction to the Hospitality Industry;
- Level 1 Certificate in Introduction to the Hospitality Industry;
- Level 1 Award in Introduction to the Hospitality Industry;
- Level 1 Certificate in introduction to employment in the Hospitality Industry (pre employment);
- Level 1 Certificate in investigating the Hospitality Industry;
- Level 1 Certificate in Food and Beverage Services;
- Level 1 NVQ Certificate in Hospitality Services;
- Young Apprenticeship in Hospitality;
- (14 – 19) Diploma in Hospitality;
- a range of vocational qualification(s) including Customer Service, Hospitality and Catering or Travel and Tourism;
- academic qualifications such as GCSEs in English, Maths, Business Studies, Leisure and Tourism.

Apprentices will undergo an initial assessment to identify prior learning and experience which may count towards the achievement of this Apprenticeship.

Progression from the Intermediate Level Apprenticeship:

Jobs:

- on completion of this Apprenticeship, the apprentice will be competent to work as a Waiter or Silver Service Waiter in Food and Beverage or Food Services), or as a bar/cellar person;
- following further training and development, progress to a Shift/Team Leader, Head of Waiting Staff, moving on to roles such as Food and Beverage Manager, Conference and Banqueting Manager, Restaurant Manager and eventually into general management roles;
- Assistant Bar Manager and eventually to Bar Manager or Publican, Regional Manager within chains, and ultimately General Management.

Advanced Level Apprenticeships:

- Advanced Level Apprenticeship in Hospitality - Hospitality Supervision and Leadership Route;
• Advanced Level Apprenticeship in Licensed Hospitality.

Further Education

A range of qualifications including:

• Level 3 Diploma in Hospitality;
• Specialist qualifications in Beverage and Licensed Hospitality, such as Level 1 Award in Wine Service (QCF);
• Level 2 Certificate for Personal License Holders.

For more information about careers and qualifications in the Hospitality and Catering Sectors visit: www.hospitalityguild.co.uk
Employee rights and responsibilities

ERR Delivery

The nine outcomes for ERR are embedded in the mandatory units of the competence based qualification for this pathway - (T/601/7214 - Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector).

The apprentice's induction is an important way of meeting some of the ERR requirements and apprentices must cover health and safety at the beginning of the Apprenticeship.

Recording

Providers must ensure that apprentices use an awarding organisation portfolio of evidence to record where and how they have learned about ERR.

Evidence of ERR

The ERR unit is contained within the competence-based qualification for all pathways, therefore, evidence for this will be the certificate for this qualification with the ERR unit listed on the certificate as having been completed. The competence certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed declaration form. From 19th December 2013, providers should upload Version 3 of the ACE Apprenticeship Declaration and Authorisation form as part of the certification process. This can be downloaded directly from ACE: https://acecerts.co.uk/web/forms-documentation
Level 2, Pathway 3: Housekeeping

Description of this pathway

Hospitality (Housekeeping)

Total minimum credits: 60 credits representing:

- Competence qualification: 37 credits;
- Knowledge qualification: 13 credits;
- Functional Skills in English and Maths: 10 credits.

Entry requirements for this pathway in addition to the framework entry requirements

There are no additional requirements other than the general entry conditions.
<table>
<thead>
<tr>
<th>Job title(s)</th>
<th>Job role(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housekeeper, Room Attendant</td>
<td>Cleaning and making up rooms, checking equipment, collecting linen and laundry, setting up meeting/conference rooms, dealing with customer complaints.</td>
</tr>
<tr>
<td>(housekeeping), Chamber Maid</td>
<td></td>
</tr>
</tbody>
</table>
Qualifications

Competence qualifications available to this pathway

<table>
<thead>
<tr>
<th>No.</th>
<th>Ref no.</th>
<th>Awarding organisation</th>
<th>Credit value</th>
<th>Guided learning hours</th>
<th>UCAS points value</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1a</td>
<td>500/9488/9</td>
<td>City and Guilds</td>
<td>37</td>
<td>281 - 296</td>
<td>N/A</td>
</tr>
<tr>
<td>C1b</td>
<td>500/9711/8</td>
<td>Education Development International plc</td>
<td>37</td>
<td>281 - 296</td>
<td>N/A</td>
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<tr>
<td>C1c</td>
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<td>37</td>
<td>281 - 296</td>
<td>N/A</td>
</tr>
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<td>C1d</td>
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<td>LAO</td>
<td>37</td>
<td>281 - 296</td>
<td>N/A</td>
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<tr>
<td>C1e</td>
<td>600/2210/3</td>
<td>SQA</td>
<td>37</td>
<td>281 - 296</td>
<td>N/A</td>
</tr>
<tr>
<td>C1f</td>
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<td>iCQ</td>
<td>37</td>
<td>281 - 296</td>
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<tr>
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<td>37</td>
<td>281-296</td>
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</tr>
</tbody>
</table>
## Knowledge qualifications available to this pathway

### K1 - Level 2 Certificate in Hospitality and Catering Principles (Housekeeping) - QCF

<table>
<thead>
<tr>
<th>No.</th>
<th>Ref no.</th>
<th>Awarding organisation</th>
<th>Credit value</th>
<th>Guided learning hours</th>
<th>UCAS points value</th>
</tr>
</thead>
<tbody>
<tr>
<td>K1a</td>
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<td>City &amp; Guilds</td>
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<td>97 - 114</td>
<td>N/A</td>
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<tr>
<td>K1b</td>
<td>600/0857/X</td>
<td>EDI</td>
<td>13</td>
<td>97 - 114</td>
<td>N/A</td>
</tr>
<tr>
<td>K1c</td>
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<td>Edexcel</td>
<td>13</td>
<td>97 - 114</td>
<td>N/A</td>
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<tr>
<td>K1d</td>
<td>600/2712/5</td>
<td>LAO</td>
<td>13</td>
<td>97 - 114</td>
<td>N/A</td>
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<tr>
<td>K1e</td>
<td>600/2677/7</td>
<td>SQA</td>
<td>13</td>
<td>97 - 114</td>
<td>N/A</td>
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<td>K1f</td>
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<td>K1g</td>
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<td>13</td>
<td>97 - 114</td>
<td>N/A</td>
</tr>
<tr>
<td>K1h</td>
<td>600/8364/5</td>
<td>FAQ</td>
<td>13</td>
<td>97 - 114</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

Housekeeper, Room Attendant (housekeeping), Chamber Maid:

- Competence qualification: Level 2 NVQ Diploma in Housekeeping;
- Knowledge qualification: Level 2 Certificate in Hospitality and Catering Principles (Housekeeping).

Apprentices do not have to select the same Awarding Organisation for both the competence and knowledge qualifications.
Transferable skills (England)

Functional Skills / GCSE (with enhanced functional content) and Key Skills (England)

Apprentices must complete or have completed one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

<table>
<thead>
<tr>
<th>English</th>
<th>Minimum level or grade</th>
<th>Credit value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functional Skills qualification in English</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>GCSE qualification in English (with enhanced functional content)</td>
<td>E</td>
<td>5</td>
</tr>
<tr>
<td>Key Skills qualification in Communication achieved either before September 2013 as part of the Apprenticeship, or…*</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>GCSE Qualification in English*</td>
<td>C</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in English Language*</td>
<td>E</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in English Literature*</td>
<td>E</td>
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</tr>
<tr>
<td>A’ Level or AS Level qualification in English Language and Literature*</td>
<td>E</td>
<td>N/A</td>
</tr>
<tr>
<td>GCSE or O’ Level qualification in English Language**</td>
<td>A</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in English Language**</td>
<td>A</td>
<td>N/A</td>
</tr>
<tr>
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<td>A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

* achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.

** achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.
### Mathematics

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Minimum level or grade</th>
<th>Credit value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functional Skills qualification in Mathematics</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>GCSE qualification (with enhanced functional content) in Mathematics</td>
<td>E</td>
<td>5</td>
</tr>
<tr>
<td>Key Skills qualification in Application of Number achieved either before September 2013 as part of the Apprenticeship, or...*</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>GCSE qualification in Mathematics*</td>
<td>C</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ level or AS Level qualification in Mathematics*</td>
<td>E</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in Pure Mathematics*</td>
<td>E</td>
<td>N/A</td>
</tr>
<tr>
<td>A’Level or AS Level qualification in Further Mathematics*</td>
<td>E</td>
<td>N/A</td>
</tr>
<tr>
<td>GCSE or O’Level qualification in Mathematics**</td>
<td>A</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in Mathematics**</td>
<td>A</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in Pure Mathematics**</td>
<td>A</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in Further Mathematics**</td>
<td>A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

* achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.

** achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.

### Inclusion of Information and Communications Technology (ICT)

We have consulted with employers and partners who indicated that ICT would be relevant to this pathway, however, they would be looking for something that would be compatible with their in house systems, otherwise it would not be seen as relevant. It was therefore felt that Functional Skills in ICT should not be included in this pathway.

### Progression routes into and from this pathway

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apprenticeship FRAMEWORKS ONLINE

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45
Progression into the Intermediate Level Apprenticeship:

This will be from a range of routes, including:

- record of achievement from school;
- awards such as the Duke of Edinburgh or similar;
- employment - general or related to the hospitality, leisure, travel and tourism or retail industries;
- evidence of work experience/voluntary work or non accredited training/qualifications through a portfolio or skills passport for the industry (www.hospitalityguild.co.uk);
- Entry level Certificate in Introduction to the Hospitality Industry;
- Entry level Award in Introduction to the Hospitality Industry;
- Level 1 Certificate in Introduction to the Hospitality Industry;
- Level 1 Award in Introduction to the Hospitality Industry;
- Level 1 Certificate in introduction to employment in the Hospitality Industry (pre employment);
- Level 1 Certificate in investigating the Hospitality Industry;
- Level 1 Certificate in Food and Beverage Services;
- Level 1 NVQ Certificate in Hospitality Services;
- Young Apprenticeship in Hospitality;
- (14 – 19) Diploma in Hospitality;
- a range of vocational qualification(s) including Customer Service, Hospitality and Catering or Travel and Tourism;
- academic qualifications such as GCSEs in English, Maths, Business Studies, Leisure and Tourism.

Apprentices will undergo an initial assessment to identify prior learning and experience which may count towards the achievement of this Apprenticeship.

Progression from Intermediate Level Apprenticeship:

Jobs:

- on completion of this Apprenticeship, the apprentice will be competent to work as a Housekeeper, Room Attendant or Chamber Maid;
- following further training and development, progress to Floor Manager, Assistant Head/Floor Housekeeper and eventually to Head Housekeeper, and other supervisory roles.

Advanced Level Apprenticeship:

- Advanced Level Apprenticeship in Hospitality - Supervision and Leadership pathway.

Further Education

Other qualifications such as the Level 3 Diploma in Hospitality.
For more information about careers and qualifications in the Hospitality and Catering Sectors visit: [www.hospitalityguild.co.uk](http://www.hospitalityguild.co.uk)
Employee rights and responsibilities

ERR Delivery

The nine outcomes for ERR are embedded in the mandatory units of the competence based qualification for this pathway - (T/601/7214 - Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector).

The apprentice’s induction is an important way of meeting some of the ERR requirements and apprentices must cover health and safety at the beginning of the Apprenticeship.

Recording

Providers must ensure that apprentices use an awarding organisation portfolio of evidence to record where and how they have learned about ERR.

Evidence of ERR

The ERR unit is contained within the competence-based qualification for all pathways, therefore, evidence for this will be the certificate for this qualification with the ERR unit listed on the certificate as having been completed. The competence certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed declaration form. From 19th December 2013, providers should upload Version 3 of the ACE Apprenticeship Declaration and Authorisation form as part of the certification process. This can be downloaded directly from ACE: https://acecerts.co.uk/web/forms-documentation
Description of this pathway

Hospitality (Front of House Reception)

Total minimum credits: 61 credits representing:

- Competence qualification: 37 credits;
- Knowledge qualification: 14 credits;
- Functional Skills in English and Maths: 10 credits.

Entry requirements for this pathway in addition to the framework entry requirements

There are no additional requirements other than the general entry conditions.
<table>
<thead>
<tr>
<th>Job title(s)</th>
<th>Job role(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receptionist</td>
<td>Greeting guests on arrival, making a good first impression, deal with reservations, use office equipment and systems, prepare guest bills, and ensure that information goes to the housekeeping, restaurant, maintenance, and management departments.</td>
</tr>
</tbody>
</table>
Qualifications

Competence qualifications available to this pathway

<table>
<thead>
<tr>
<th>No.</th>
<th>Ref no.</th>
<th>Awarding organisation</th>
<th>Credit value</th>
<th>Guided learning hours</th>
<th>UCAS points value</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1a</td>
<td>500/9490/7</td>
<td>City and Guilds</td>
<td>37</td>
<td>224 - 296</td>
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<tr>
<td>C1b</td>
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<td>Education Development International plc</td>
<td>37</td>
<td>256 - 324</td>
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<td>256 - 324</td>
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<td>LAO</td>
<td>37</td>
<td>224 - 296</td>
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<td>224 - 296</td>
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Knowledge qualifications available to this pathway

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<th>Ref no.</th>
<th>Awarding organisation</th>
<th>Credit value</th>
<th>Guided learning hours</th>
<th>UCAS points value</th>
</tr>
</thead>
<tbody>
<tr>
<td>K1a</td>
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<td>100 - 124</td>
<td>N/A</td>
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</tbody>
</table>
Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

Receptionist:

- Competence qualification: Level 2 NVQ Diploma in Front of House Reception;
- Knowledge qualification: Level 2 Certificate in Hospitality and Catering Principles (Front of House Reception).

Apprentices do not have to select the same Awarding Organisation for both the competence and knowledge qualifications.
Transferable skills (England)

Functional Skills / GCSE (with enhanced functional content) and Key Skills (England)

Apprentices must complete or have completed one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

<table>
<thead>
<tr>
<th>English</th>
<th>Minimum level or grade</th>
<th>Credit value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functional Skills qualification in English</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>GCSE qualification in English (with enhanced functional content)</td>
<td>E</td>
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</tr>
<tr>
<td>Key Skills qualification in Communication achieved either before September 2013 as part of the Apprenticeship, or…*</td>
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<td>5</td>
</tr>
<tr>
<td>GCSE Qualification in English*</td>
<td>C</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in English Language*</td>
<td>E</td>
<td>N/A</td>
</tr>
<tr>
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</tr>
<tr>
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</tbody>
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### Mathematics

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Minimum level or grade</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Functional Skills qualification in Mathematics</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>GCSE qualification (with enhanced functional content) in Mathematics</td>
<td>E</td>
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</tr>
<tr>
<td>Key Skills qualification in Application of Number achieved either before September 2013 as part of the Apprenticeship, or...*</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>GCSE qualification in Mathematics*</td>
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<td>N/A</td>
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<tr>
<td>A’ level or AS Level qualification in Mathematics*</td>
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<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in Pure Mathematics*</td>
<td>E</td>
<td>N/A</td>
</tr>
<tr>
<td>A’Level or AS Level qualification in Further Mathematics*</td>
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</tr>
<tr>
<td>GCSE or O’Level qualification in Mathematics**</td>
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<td>N/A</td>
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<tr>
<td>A’ Level or AS Level qualification in Mathematics**</td>
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* achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.

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### Inclusion of Information and Communications Technology (ICT)

We have consulted with employers and partners who indicated that ICT is relevant to this pathway, however, they would be looking for something that would be compatible with their in house systems, otherwise it would not be seen as relevant. ICT is not therefore, included in this pathway as mandatory.

### Progression routes into and from this pathway
Progression into the Intermediate Level Apprenticeship:

This will be from a range of routes, including:

- record of achievement from school;
- awards such as the Duke of Edinburgh or similar;
- employment - general or related to the hospitality, leisure, travel and tourism or retail industries;
- evidence of work experience/voluntary work or non accredited training/qualifications through a portfolio or skills passport for the industry (www.hospitalityguild.co.uk);
- Entry level Certificate in Introduction to the Hospitality Industry;
- Entry level Award in Introduction to the Hospitality Industry;
- Level 1 Certificate in Introduction to the Hospitality Industry;
- Level 1 Award in Introduction to the Hospitality Industry;
- Level 1 Certificate in introduction to employment in the Hospitality Industry (pre employment);
- Level 1 Certificate in investigating the Hospitality Industry;
- Level 1 Certificate in Food and Beverage Services;
- Level 1 NVQ Certificate in Hospitality Services;
- Young Apprenticeship in Hospitality;
- (14 – 19) Diploma in Hospitality;
- a range of vocational qualification(s) including Customer Service, Hospitality and Catering or Travel and Tourism;
- academic qualifications such as GCSEs in English, Maths, Business Studies, Leisure and Tourism.

Apprentices will undergo an initial assessment to identify prior learning and experience which may count towards the achievement of this Apprenticeship.

Progression from the Intermediate Level Apprenticeship:

Jobs:

- on completion of this Apprenticeship, the apprentice will be competent to work as a Receptionist;
- following further training and development, progress to Head Receptionist and eventually to Front Office Manager, Duty Manager, Front of House Supervisor, General Management.

Advanced Level Apprenticeships:

- Advanced Level Apprenticeship in Hospitality - Hospitality Supervision and Leadership pathway;
- Advanced Level Apprenticeship in Business and Administration or Customer Service (subject to entry requirements for that Apprenticeship programme).

Further Education
Other qualifications such as the Level 3 Diploma in Hospitality.

For more information about careers and qualifications in the Hospitality and Catering Sectors visit: www.hospitalityguild.co.uk
Employee rights and responsibilities

ERR Delivery

The nine outcomes for ERR are embedded in the mandatory units of the competence based qualification for this pathway - (T/601/7214 - Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector).

The apprentice’s induction is an important way of meeting some of the ERR requirements and apprentices must cover health and safety at the beginning of the Apprenticeship.

Recording

Providers must ensure that apprentices use an awarding organisation portfolio of evidence to record where and how they have learned about ERR.

Evidence of ERR

The ERR unit is contained within the competence-based qualification for all pathways, therefore, evidence for this will be the certificate for this qualification with the ERR unit listed on the certificate as having been completed. The competence certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed declaration form. From 19th December 2013, providers should upload Version 3 of the ACE Apprenticeship Declaration and Authorisation form as part of the certification process. This can be downloaded directly from ACE: https://acecerts.co.uk/web/forms-documentation
Level 3

Title for this framework at level 3

Advanced Level Apprenticeship in Hospitality Supervision and Leadership

Pathways for this framework at level 3

| Pathway 1: | Hospitality Supervision and Leadership |
| Pathway 2: | Hospitality Retail Outlet Supervision |
Level 3, Pathway 1: Hospitality Supervision and Leadership

Description of this pathway

Hospitality (Hospitality Supervision and Leadership)

Total minum credits: 58 credits, representing:

- Competence qualification: 37 credits;
- Knowledge qualification: 11 credits;
- Functional Skills in English and Maths: 10 credits.

Entry requirements for this pathway in addition to the framework entry requirements

- At least nine months experience of working in the hospitality industry, OR
- Completion of a Level 2 Apprenticeship in Hospitality, Licensed Hospitality or Catering and Professional Chefs.
<table>
<thead>
<tr>
<th>Job title(s)</th>
<th>Job role(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head Housekeeper</td>
<td>Cleanliness of all the guest rooms and public areas, supervising and training staff, staff rotas, stock-takes, budgets, and reports (room check sheets, safety audits, etc.), deal with the suppliers and control the costs of cleaning materials, linen, laundry, maintenance and wages.</td>
</tr>
<tr>
<td>Head of Reception</td>
<td>Smooth operation of the reception area, delivering customer service, ensuring that every guest’s experience is positive, paying attention to the detail, resolving all queries promptly, using office equipment and systems, producing reports and deputising for the Front Office Manager.</td>
</tr>
<tr>
<td>Front of House Manager</td>
<td>In charge of reception and reservations, porter’s desk, and possibly housekeeping and selling/promotional responsibilities, contact with guests, answering queries, checking on their wellbeing and dealing with complaints and recruitment and training of staff.</td>
</tr>
<tr>
<td>Duty/Hotel Supervisor/Manager</td>
<td>Maintain the smooth running of the hotel, co-ordinate the functions of departments, maximise the customer experience, resolve problems, ensure staff comply with health and safety, fire and hygiene regulations, monitor security systems, and ensure a high standard of personal presentation.</td>
</tr>
<tr>
<td>Regional Supervisor/Manager in a restaurant or pub chain with multiple outlets</td>
<td>Work with managers, senior staff and head office to ensure that the business runs smoothly, sales and costs, ensure that problems are dealt with promptly, play a key role in the development of new facilities, menu changes and pricing, special promotions and events, food safety and health and safety</td>
</tr>
</tbody>
</table>
Qualifications

Competence qualifications available to this pathway

<table>
<thead>
<tr>
<th>No.</th>
<th>Ref no.</th>
<th>Awarding organisation</th>
<th>Credit value</th>
<th>Guided learning hours</th>
<th>UCAS points value</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1a</td>
<td>600/0861/1</td>
<td>City &amp; Guilds</td>
<td>37</td>
<td>206 - 276</td>
<td>N/A</td>
</tr>
<tr>
<td>C1b</td>
<td>600/0870/2</td>
<td>EDI</td>
<td>37</td>
<td>206 - 276</td>
<td>N/A</td>
</tr>
<tr>
<td>C1c</td>
<td>600/1053/8</td>
<td>Edexcel</td>
<td>37</td>
<td>206 - 276</td>
<td>N/A</td>
</tr>
<tr>
<td>C1d</td>
<td>600/2054/4</td>
<td>LAO</td>
<td>37</td>
<td>206 - 276</td>
<td>N/A</td>
</tr>
<tr>
<td>C1e</td>
<td>600/2686/8</td>
<td>Skillsfirst</td>
<td>37</td>
<td>206 - 276</td>
<td>N/A</td>
</tr>
<tr>
<td>C1f</td>
<td>600/2389/2</td>
<td>SQA</td>
<td>37</td>
<td>206 - 272</td>
<td>N/A</td>
</tr>
<tr>
<td>C1g</td>
<td>600/4532/2</td>
<td>VTCT</td>
<td>37</td>
<td>206 - 276</td>
<td>N/A</td>
</tr>
<tr>
<td>C1h</td>
<td>600/4759/8</td>
<td>ICQ</td>
<td>37</td>
<td>206 - 276</td>
<td>N/A</td>
</tr>
<tr>
<td>C1i</td>
<td>600/8367/0</td>
<td>FAQ</td>
<td>37</td>
<td>206-276</td>
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</table>
### Knowledge qualifications available to this pathway

<table>
<thead>
<tr>
<th>No.</th>
<th>Ref no.</th>
<th>Awarding organisation</th>
<th>Credit value</th>
<th>Guided learning hours</th>
<th>UCAS points value</th>
</tr>
</thead>
<tbody>
<tr>
<td>K1a</td>
<td>600/0554/3</td>
<td>City &amp; Guilds</td>
<td>11</td>
<td>78</td>
<td>N/A</td>
</tr>
<tr>
<td>K1b</td>
<td>600/0259/1</td>
<td>EDI</td>
<td>11</td>
<td>78</td>
<td>N/A</td>
</tr>
<tr>
<td>K1c</td>
<td>600/0871/4</td>
<td>Edexcel</td>
<td>11</td>
<td>78</td>
<td>N/A</td>
</tr>
<tr>
<td>K1d</td>
<td>600/2056/8</td>
<td>LAO</td>
<td>11</td>
<td>78</td>
<td>N/A</td>
</tr>
<tr>
<td>K1e</td>
<td>600/2690/X</td>
<td>Skillsfirst</td>
<td>11</td>
<td>78</td>
<td>N/A</td>
</tr>
<tr>
<td>K1f</td>
<td>600/2671/6</td>
<td>SQA</td>
<td>11</td>
<td>78</td>
<td>N/A</td>
</tr>
<tr>
<td>K1g</td>
<td>600/4530/9</td>
<td>VTCT</td>
<td>11</td>
<td>78</td>
<td>N/A</td>
</tr>
<tr>
<td>K1h</td>
<td>600/4770/7</td>
<td>ICQ</td>
<td>11</td>
<td>78</td>
<td>N/A</td>
</tr>
<tr>
<td>K1i</td>
<td>600/8358/X</td>
<td>FAQ</td>
<td>11</td>
<td>78</td>
<td></td>
</tr>
</tbody>
</table>
Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

All job roles within this pathway:

- Competence qualification: Level 3 NVQ Diploma in Hospitality Supervision and Leadership;
- Knowledge qualification: Level 3 Award in Hospitality Supervision and Leadership Principles.

The competence qualification consists of mandatory units:

- covering the control of resources;
- providing leadership for your team;
- maintaining the health, hygiene, safety and security of the working environment;
- leading a team to improve customer service;
- developing productive working relationships with colleagues.

Employers will be able to select from a range of optional units relevant to their business, such as providing learning opportunities for colleagues; supervising vending services; managing the environmental impact of work; and improving customer relationships.

Knowledge qualification:

Apprentices undertaking the knowledge-based qualification will have developed the underpinning knowledge and understanding required to achieve the competence-based qualification in order for them to carry out any of the job roles in this pathway.

The knowledge qualification supports key areas of knowledge development needed for Advanced Level Apprentices in this role including:

- Principles of leading a team in the Hospitality industry;
- Supervision of Operations in the Hospitality industry;
- Principles of Supervising Customer Service Performance in Hospitality Leisure Travel and Tourism.

Apprentices do not have to select the same Awarding Organisation for both the competence and knowledge qualifications.
Transferable skills (England)

Functional Skills / GCSE (with enhanced functional content) and Key Skills (England)

Apprentices must complete or have completed one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

<table>
<thead>
<tr>
<th>English</th>
<th>Minimum level or grade</th>
<th>Credit value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functional Skills qualification in English</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>GCSE qualification in English (with enhanced functional content)</td>
<td>C</td>
<td>5</td>
</tr>
<tr>
<td>Key Skills qualification in Communication achieved either before September 2013 as part of the Apprenticeship, or...*</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>GCSE Qualification in English*</td>
<td>C</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in English Language*</td>
<td>E</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in English Literature*</td>
<td>E</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in English Language and Literature*</td>
<td>E</td>
<td>N/A</td>
</tr>
<tr>
<td>GCSE or O’ Level qualification in English Language**</td>
<td>A</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in English Language**</td>
<td>A</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in English Literature**</td>
<td>A</td>
<td>N/A</td>
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<tr>
<td>A’ Level or AS Level qualification in English Language and Literature**</td>
<td>A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

* achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.

** achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.
### Mathematics

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Minimum level or grade</th>
<th>Credit value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functional Skills qualification in Mathematics</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>GCSE qualification (with enhanced functional content) in Mathematics</td>
<td>C</td>
<td>5</td>
</tr>
<tr>
<td>Key Skills qualification in Application of Number achieved either before September 2013 as part of the Apprenticeship, or...*</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>GCSE qualification in Mathematics*</td>
<td>C</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ level or AS Level qualification in Mathematics*</td>
<td>E</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in Pure Mathematics*</td>
<td>E</td>
<td>N/A</td>
</tr>
<tr>
<td>A’Level or AS Level qualification in Further Mathematics*</td>
<td>E</td>
<td>N/A</td>
</tr>
<tr>
<td>GCSE or O’Level qualification in Mathematics**</td>
<td>A</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in Mathematics**</td>
<td>A</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in Pure Mathematics**</td>
<td>A</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in Further Mathematics**</td>
<td>A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

* achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.

** achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.

### Inclusion of Information and Communications Technology (ICT)

We have consulted with employers and partners who indicated that ICT would be relevant to this pathway. However, they would be looking for something that would be compatible with their in house systems, otherwise it would not be seen as relevant. It was therefore felt that the ICT transferable skill should not be included in the apprenticeship programme.

### Progression routes into and from this pathway
Progression into the Advanced Level Apprenticeship in Hospitality Supervision and Leadership:

Applicants must have:

- At least nine months experience of working in the hospitality industry, OR
- Completed an Intermediate Level 2 Apprenticeship in Hospitality, Licensed Hospitality or Catering and Professional Chefs.

In addition, but not limited to, applicants may also have one or more of the following:

- Intermediate Level Apprenticeship in Team Leading, Travel Services or Business and Administration;
- (14 – 19) Diploma in Hospitality;
- A range of vocational qualification(s) including Hospitality and Catering, Travel and Tourism, Business and Administration, Customer Service;
- Academic qualifications such as GCSEs in English, Maths, Business Studies, Leisure and Tourism.

Apprentices will undergo an initial assessment to identify prior learning and experience which may count towards the achievement of this Apprenticeship.

Progression from this pathway

Jobs:

On completion of this Apprenticeship, the apprentice will be competent to work as:

- Front of House Manager;
- Head of Reception;
- Duty/Hotel Supervisor/Manager or Regional Supervisor/Manager;
- Head Housekeeper.

After further training and development progress to Assistant General Manager or Regional Manager or owner of a hotel or bar.

Higher Apprenticeships

- Higher Apprenticeship in Hospitality Management.

Further and Higher Education

- Level 4 Certificate in Multiple Licensed Premises Management;
- Level 5 management NVQs or NVQs with significant management content.
- Foundation Degree in Hospitality Management;
- HE programmes for example, in International Tourism and Hospitality Management, Hospitality Management or International Hotel Management;
For more information about careers and qualifications in the Hospitality and Catering Sectors visit: [www.hospitalityguild.co.uk](http://www.hospitalityguild.co.uk)

UCAS points for this pathway: N/A
Employee rights and responsibilities

ERR Delivery

The nine outcomes for ERR are embedded in the mandatory units of the competence based qualification for this pathway - (T/601/7214 - Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector).

The apprentice’s induction is an important way of meeting some of the ERR requirements and apprentices must cover health and safety at the beginning of the Apprenticeship.

Recording

Providers must ensure that apprentices use an awarding organisation portfolio of evidence to record where and how they have learned about ERR.

Evidence of ERR

The ERR unit is contained within the competence-based qualification for all pathways, therefore, evidence for this will be the certificate for this qualification with the ERR unit listed on the certificate as having been completed. The competence certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed declaration form. From 19th December 2013, providers should upload Version 3 of the ACE Apprenticeship Declaration and Authorisation form as part of the certification process. This can be downloaded directly from ACE: https://acecerts.co.uk/web/forms-documentation
Level 3, Pathway 2: Hospitality Retail Outlet Supervision

Description of this pathway

Hospitality (Hospitality Retail Outlet Supervision)

Total minimum credits: 57 credits, representing:

- Competence qualification: 31 credits
- Knowledge qualification: 16 credits
- Functional skills in English and Maths: 10 credits

Entry requirements for this pathway in addition to the framework entry requirements

- At least nine months experience of working in the hospitality industry, OR
- Completion of a level 2 apprenticeship in hospitality
<table>
<thead>
<tr>
<th>Job title(s)</th>
<th>Job role(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Team Leader in Hospitality Retail</td>
<td>Manages a smaller hospitality retail outlet (for example) on a railway station platform. Maintains the smooth running of a store working independently without the support of a manager, in charge of ensuring good customer service, monitoring stock levels, dealing with all customer queries.</td>
</tr>
<tr>
<td>Outlet</td>
<td></td>
</tr>
<tr>
<td>Supervisor of Hospitality Retail</td>
<td>Supervises a smaller hospitality retail outlet (for example) on a railway station platform. Works independently without the support of a manager on site, deals with all customer issues.</td>
</tr>
<tr>
<td>Outlet</td>
<td></td>
</tr>
</tbody>
</table>
## Qualifications

### Competence qualifications available to this pathway

<table>
<thead>
<tr>
<th>No.</th>
<th>Ref no.</th>
<th>Awarding organisation</th>
<th>Credit value</th>
<th>Guided learning hours</th>
<th>UCAS points value</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1a</td>
<td>600/8262/8</td>
<td>ICQ</td>
<td>31</td>
<td>210-216</td>
<td>N/A</td>
</tr>
<tr>
<td>C1b</td>
<td>601/2501/9</td>
<td>Pearson Education Ltd</td>
<td>31</td>
<td>210-216</td>
<td>N/A</td>
</tr>
</tbody>
</table>

### Knowledge qualifications available to this pathway

<table>
<thead>
<tr>
<th>No.</th>
<th>Ref no.</th>
<th>Awarding organisation</th>
<th>Credit value</th>
<th>Guided learning hours</th>
<th>UCAS points value</th>
</tr>
</thead>
<tbody>
<tr>
<td>K1a</td>
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<td>120</td>
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<td>601/2487/8</td>
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<td>120</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

All job roles within this pathway:
- Competence qualification: Level 3 Certificate in Hospitality Retail Outlet Management
- Knowledge qualification: Level 3 Certificate in Principles of Hospitality Retail Outlet Management

The competence qualification consists of mandatory units:
- Covering the control of resources;
- Maintaining a healthy, safe and secure working environment;
- Managing the receipt, storage or dispatch of goods;
- Developing working relationships with colleagues;
- Monitoring and solving customer service problems;
- Improving the customer relationship.

Employers will be able to select from a range of optional units relevant to their business, such as preparing and serving hot drinks using specialist equipment; maintaining and dealing with payments; and ensuring food safety practices are followed in the preparation and serving of food and drink.

Knowledge qualification:
Apprentices undertaking the knowledge-based qualification will have developed the underpinning knowledge and understanding required to achieve the competence-based qualification in order for them to carry out the job roles in this pathway.

The knowledge qualification supports key areas of knowledge development needed for Advanced Level Apprentices in this role including:
- Principles of supervising food and beverage services;
- Supervision of operations in the hospitality industry;
- Principles of preparing and serving hot drinks using specialist equipment;
- Dealing with payments;
- Principles of supervising customer service performance in hospitality;
- Giving customers a positive impression.
Transferable skills (England)

Functional Skills / GCSE (with enhanced functional content) and Key Skills (England)

Apprentices must complete or have completed one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

<table>
<thead>
<tr>
<th>English</th>
<th>Minimum level or grade</th>
<th>Credit value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functional Skills qualification in English</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>GCSE qualification in English (with enhanced functional content)</td>
<td>C</td>
<td>5</td>
</tr>
<tr>
<td>Key Skills qualification in Communication achieved either before September 2013 as part of the Apprenticeship, or...*</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>GCSE Qualification in English*</td>
<td>C</td>
<td>N/A</td>
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<tr>
<td>A’ Level or AS Level qualification in English Language*</td>
<td>E</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in English Literature*</td>
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<tr>
<td>A’ Level or AS Level qualification in English Language and Literature*</td>
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</tr>
<tr>
<td>GCSE or O’ Level qualification in English Language**</td>
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<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in English Language**</td>
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<td>N/A</td>
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</tbody>
</table>

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<table>
<thead>
<tr>
<th>Mathematics</th>
<th>Minimum level or grade</th>
<th>Credit value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functional Skills qualification in Mathematics</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>GCSE qualification (with enhanced functional content) in Mathematics</td>
<td>C</td>
<td>5</td>
</tr>
<tr>
<td>Key Skills qualification in Application of Number achieved either before September 2013 as part of the Apprenticeship, or...*</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>GCSE qualification in Mathematics*</td>
<td>C</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ level or AS Level qualification in Mathematics*</td>
<td>E</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in Pure Mathematics*</td>
<td>E</td>
<td>N/A</td>
</tr>
<tr>
<td>A’Level or AS Level qualification in Further Mathematics*</td>
<td>E</td>
<td>N/A</td>
</tr>
<tr>
<td>GCSE or O’Level qualification in Mathematics**</td>
<td>A</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in Mathematics**</td>
<td>A</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in Pure Mathematics**</td>
<td>A</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in Further Mathematics**</td>
<td>A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

* achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.

** achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.

Inclusion of Information and Communications Technology (ICT)

We have consulted with employers and partners who indicated that ICT would be relevant for this pathway. However, they would be looking for something that would be compatible with their in house systems, otherwise it would not be seen as relevant. It was therefore felt that the ICT transferrable skill should not be included in the apprenticeship programme.

Progression routes into and from this pathway

Progression into the advanced level apprenticeship in hospitality retail outlet supervision:
Applicants must have:
• At least nine months experience of working in the hospitality industry, OR
• Completion of a level 2 apprenticeship in hospitality

In addition, but not limited to, applicants may also have one or more of the following:

• Intermediate apprenticeship in team leading
• (14-19) Diploma in Hospitality
• A range of vocational qualifications including hospitality and catering
• Academic qualifications such as GCSEs in English, Maths, Business Studies
• Experience of working in a retail environment.

Apprentices will undergo an initial assessment to identify prior learning and experience which may count towards the achievement of this apprenticeship

Progression from this pathway
Jobs:
On completion of this Apprenticeship, the apprentice will be competent to work as:

• Assistant Manager (larger hospitality retail outlet)
• Manager (larger hospitality retail outlet)

Higher apprenticeships

• Higher apprenticeship in hospitality management

Further and Higher Education

• Level 5 management NVQs or NVQs with significant management content
• Foundation degree in hospitality management
• HE programmes in hospitality management

For more information about careers and qualifications in the Hospitality and Catering Sectors visit: www.hospitalityguild.co.uk

UCAS points for this pathway: N/A
Employee rights and responsibilities

ERR Delivery

The nine outcomes for ERR are embedded in the competence based qualification for this pathway – (T/601/7214 – Employment rights and responsibilities in the Hospitality, Leisure, Travel and Tourism sector).

The apprentice's induction is an important way of meeting some of the ERR requirements and apprentices must cover health and safety at the beginning of the Apprenticeship.

Recording

Providers must ensure that apprentices use an awarding organisation portfolio of evidence to record where and how they have learned about ERR.

Evidence of ERR

The ERR unit is contained within the competence-based qualification for all pathways, therefore, evidence for this will be the certificate for this qualification with the ERR unit listed on the certificate as having been completed. The competence certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed declaration form. From 19th December 2013, providers should upload Version 3 of the ACE Apprenticeship Declaration and Authorisation form as part of the certification process. This can be downloaded directly from ACE: https://acecerts.co.uk/web/forms-documentation
The remaining sections apply to all levels and pathways within this framework.

How equality and diversity will be met

The Hospitality and Catering Industry is perceived as offering casual work which does not offer long-term career opportunities. This has resulted in a workforce which is transient and view parts of the industry as a temporary stop gap before moving on to other careers.

Age of the workforce

The hospitality industry employs a young workforce, with those working as waiting staff and bar staff tending to be under 30. This is likely to be due to it not being seen as a career choice – some younger employees are doing the job as a ‘fill in’ until they find something they see as more permanent. The sector also has a high number of students as the hours and lifestyle suit them.

The food and service management, hospitality services and self-catering accommodation/holiday centre industries operate with a slightly different age profile of workers with over half of their workforces being over the age of 40. This is due to the industry employing people who tend to stay for longer. With self-catering accommodation/holiday centres, which includes B&Bs, 20% of the workforce is over 60. These are often run as a ‘lifestyle choice’ for older people who may have retired from another industry.

Those working in management roles tend to be older, particularly hotel and accommodation, as there is a trend for supervisors and managers to be promoted from within the industry after they have had experience. A relatively high proportion of managers of licensed premises and restaurant and catering managers are under the age of 30 and this is perhaps due to the high turnover rates in these industries – so many people leave that those that actually stay have a relative wealth of experience and therefore get promoted quickly.

Gender

Some areas of food and service management in particular attract female workers who may be returning to the workplace after having children and find that the flexible work patterns are convenient to fit around family commitments. For hospitality managers (i.e. hotel and accommodation managers, conference and exhibition managers, restaurant and catering managers, publicans and managers of licensed premises) the split is roughly 50:50 male to female.

Ethnicity

The sector as a whole is generally representative of the multicultural society in which we live, and has provided perhaps more opportunities for ethnic minorities to achieve economic success.
than most sectors. Specific industries vary in terms of Black and Minority Ethnic (BME) employees with restaurants employing the highest proportion of BME workers (27%) but only 5% in pubs, bar and nightclubs. Reasons for this low take up are varied and could include the working hours required in this sector.

**Profile of apprentices**

Take up and achievement figures for Hospitality apprentices are not available as the Hospitality pathways have now been separated from the Hospitality and Catering framework into a new Hospitality framework. However, of those apprentices starting the Hospitality and Catering framework at levels 2 and 3 in 2010/11, male/female Apprentices were a 50/50 balance which is encouraging.

**Actions to redress imbalances in the workforce**

Our Apprenticeship Strategy includes raising awareness of the Hospitality Apprenticeships and careers in the industry. The aim is to encourage a wider range of applicants and to support them whilst they are training and includes:

- raising awareness in schools through the (14-19) Diploma in Hospitality and the Young Apprenticeship in Hospitality Programme;
- [www.hospitalityguild.co.uk](http://www.hospitalityguild.co.uk) - The Hospitality Guild portal gives individuals a single access point to all the information, resources and support on offer to develop a fulfilling career in the hospitality industry. The portal showcases the career pathways and is home to the latest hospitality vacancies and quality training programmes from leading hospitality employers, industry bodies and training providers. Individuals are invited to register on the Hospitality Guild portal to track their development and career achievements;
- identifying employer champions;
- promoting Apprenticeship Awards to both providers and employers delivering the programme in the sector;
- producing a step-by-step guide to setting up an Apprenticeship Programme aimed at employers;
- DVD highlighting the benefits of an Apprenticeship to both employers and learners;
- working with employers and learning providers to develop case studies highlighting the Apprenticeship and its benefits which have been promoted via our website, external websites, events and newsletters;
- The Women 1st programme, which has developed a network of mentees and mentors as well as 'step-up' training programmes to help support more women reach more senior positions in the sector ([www.women1st.co.uk](http://www.women1st.co.uk));
- Employment 1st - nearly 30 large sector employers have signed up to the Service Academy approach, which larger employers felt was an opportunity to take pre-employment training into their own hands in order to maximise the employment opportunities of jobseekers, as well as to benefit smaller employers by providing trained and experienced individuals ([www.people1st.co.uk/business-and-training-support/employment-1st](http://www.people1st.co.uk/business-and-training-support/employment-1st)).
Apprenticeships are seen as a vital route to attract a greater diversity of individuals into the industry, therefore, entry conditions to this framework have been made extremely flexible. Mentoring has been recommended as part of off the job guided learning to offer additional support to increase the chances of apprentices achieving the framework and staying with the employer.

Training providers and employers MUST comply with the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to and promotion within, the Industry, using the 9 protected characteristics of:

1. Age
2. Disability
3. Gender
4. Gender reassignment
5. Marriage and civil partnerships
6. Pregnancy and maternity
7. Race
8. Religion and Belief
9. Sexual orientation


People 1st will monitor take up and achievement of all Apprenticeships through its industry expert groups and take steps to address any barriers to take up and achievement.
On and off the job guided learning (England)

Total GLH for each pathway

Intermediate Level Apprenticeship:

Pathway 1: Hospitality Services:

1. Minimum recommended duration of the programme is 12 months.
2. Total of 459 minimum GLH for the duration of the programme.
3. Breakdown for this pathway as follows:
   - Competence: 266 GLH;
   - Knowledge: 103 GLH;
   - Functional Skills in English and Maths: 90 GLH.

Pathway 2: Food and Beverage Service:

1. Minimum recommended duration of the programme is 12 months.
2. Total of 447 minimum GLH for the duration of the programme.
3. Breakdown for this pathway as follows:
   - Competence: 266 GLH;
   - Knowledge: 91 GLH;
   - Functional Skills in English and Maths: 90 GLH.

Pathway 3: Housekeeping:

1. Minimum recommended duration of the programme is 12 months.
2. Total of 468 minimum GLH for the duration of the programme.
3. Breakdown for this pathway as follows:
   - Competence: 281 GLH;
   - Knowledge: 97 GLH;
   - Functional Skills in English and Maths: 90 GLH.

Pathway 4: Front of House Reception:

1. Minimum recommended duration of the programme is 12 months.
2. Total of 410 minimum GLH.
3. Breakdown for this pathway as follows:
• Competence: 224 GLH;
• Knowledge: 96 GLH;
• Functional Skills in English and Maths: 90 GLH.

Advanced Level Apprenticeship:

Pathway 1: Hospitality Supervision and Leadership:

1. Minimum recommended duration of the programme is 12 months.
2. Total of 374 minimum GLH for the duration of the programme.
3. Breakdown for this pathway as follows:

• Competence: 206 GLH;
• Knowledge: 78 GLH;
• Functional Skills in English and Maths: 90 GLH.

Pathway 2: Hospitality Retail Outlet Supervision:

1. Minimum recommended duration of the programme is 12 months.
2. Total of 420 minimum GLH for the duration of the programme.
3. Breakdown for this pathway as follows:

• Competence: 210 minimum GLH;
• Knowledge: 120 GLH;
• Functional skills in English and Maths: 90 GLH.

General statement about Guided Learning Hours: GLH:

• must be planned, reviewed and evaluated jointly between the apprentice and tutor, teacher, mentor or manager;
• must allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager;
• are delivered through one or more of the following methods: individual and group teaching, e-learning, distance learning, coaching, mentoring; feedback and assessment; collaborative/networked learning with peers; guided study; refer to “how this requirement will be met” in the off the job and on the job GLH sections;
• completed in relation to accredited components of the framework achieved prior to the apprenticeship training may count towards the GLH requirement for the framework;
• where an apprentice completes an Apprenticeship part way through the final 12 month period (which is after the first 12 months), an apprentice must receive a proportion of the minimum of 280 GLH which is at least equal to the proportion of the final 12 month period spent on the Apprenticeship.

Recommendations about the minimum duration, minimum hours of employment and new
skills and learning:

- GLH are delivered during contracted working hours;
- the minimum hours of employment for an apprentice should be at least 30 hours per week. By exception, where the individual’s circumstances or the particular nature of employment in a given sector makes this impossible, then an absolute minimum of 16 hours must be met. In such cases the duration of the Apprenticeship should be extended;
- apprentices aged between 16 and 18 - the Apprenticeship must last at least 12 months in order to stretch the candidate;
- apprentices aged 19 and over - the Apprenticeship must be at least 12 months, unless relevant prior learning is recorded. Where this is the case, Apprenticeships will not be less than six months and must include new skills and new learning in order to stretch the candidate;
- where an apprentice has prior learning accredited, the programme must include new skills and learning;
- where an apprentice does not have level 2 Functional Skills in Maths and English, they are given the opportunity to progress towards this.

Minimum off-the-job guided learning hours

OFF THE JOB GLH:

Intermediate Level Apprenticeship:

Pathway 1: Hospitality Services:

1. Minimum recommended duration of programme is 12 months.
2. Total 193 minimum off the job GLH for the duration of the programme.
3. Breakdown for this pathway as follows:
   - Knowledge: 103 minimum GLH;
   - Functional Skills in English and Maths: 90 GLH.

Pathway 2: Food and Beverage Service:

1. Minimum recommended duration of programme is 12 months.
2. Total 181 minimum off the job GLH for the duration of the programme.
3. Breakdown for this pathway as follows:
   - Knowledge: 91 minimum GLH;
   - Functional Skills in English and Maths: 90 GLH.

Pathway 3: Housekeeping:

1. Minimum recommended duration of programme is 12 months.
2. Total 187 minimum off the job GLH for the duration of the programme.
3. Breakdown for this pathway as follows:
   - Knowledge: 97 minimum GLH;
   - Functional Skills in English and Maths: 90 GLH.

**Pathway 4 : Front of House Reception:**
1. Minimum recommended duration of programme is 12 months;
2. Total 186 minimum off the job GLH for the duration of the programme.
3. Breakdown for this pathway as follows:
   - Knowledge: 96 minimum GLH;
   - Functional Skills in English and Maths: 90 GLH.

**Advanced Level Apprenticeship:**

**Pathway 1: Hospitality Supervision and Leadership:**
1. Minimum recommended duration of programme is 12 months.
2. Total 168 minimum off the job GLH for the duration of the programme.
3. Breakdown for this pathway as follows:
   - Knowledge: 78 minimum GLH;
   - Functional Skills in English and Maths: 90 GLH.

**Pathway 2: Hospitality Retail Outlet Supervision:**
1. Minimum recommended duration of the programme is 12 months.
2. Total 210 minimum off the job GLH for the duration of the programme.
3. Breakdown for this pathway as follows:
   - Knowledge: 120 GLH;
   - Functional skills in English and Maths: 90 GLH.

**How this requirement will be met**

**Off the job GLH :**
- should achieve clear and specific outcomes which contribute directly to the successful achievement of the framework and this may include accredited and non-accredited elements of the framework;
- should be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager; allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager;
- should be delivered through one or more of the following methods: individual and group,
teaching; e-learning; distance learning; coaching; mentoring; feedback and assessment; collaborative/networked learning with peers; guided study;  
- is typically delivered through day/block release on a regular basis;  
- includes mentoring as this often increases the chances of apprentices completing the programme, therefore, as a guide, it is recommended that apprentices receive about one hour a week mentoring, although some apprentices will need more than this at the beginning and this will decrease as they progress.

**Evidence of off the job GLH for the Intermediate Level Apprenticeship for all pathways:**

- Level 2 Knowledge certificate for the relevant pathway;  
- Level 1 Functional Skills Certificates for Maths, English or equivalent;  
- Declaration signed by the apprentice that the off the job GLH has been completed. From 19th December 2013, providers should upload Version 3 of the ACE Apprenticeship Declaration and Authorisation form as part of the certification process. This can be downloaded directly from ACE: [https://acecerts.co.uk/web/forms-documentation](https://acecerts.co.uk/web/forms-documentation)

**Evidence of off the job GLH for the Advanced Level Apprenticeship for all pathways:**

- Level 3 Knowledge certificate for the relevant pathway;  
- Level 2 Functional Skills Certificates for Maths, English or equivalent;  
- Declaration signed by the apprentice that the off the job GLH has been completed. From 19th December 2013, providers should upload Version 3 of the ACE Apprenticeship Declaration and Authorisation form as part of the certification process. This can be downloaded directly from ACE: [https://acecerts.co.uk/web/forms-documentation](https://acecerts.co.uk/web/forms-documentation)

**Minimum on-the-job guided learning hours**

**ON THE JOB GLH:**

**Intermediate Level Apprenticeship:**

**Pathway 1: Hospitality Services:**

1. Minimum recommended duration of programme is 12 months.  
2. Total 266 minimum on the job GLH for the duration of the programme.  
3. Breakdown for this pathway as follows:  

   - Competence: 266 GLH.

**Pathway 2: Food and Beverage Service:**

1. Minimum recommended duration of programme is 12 months.  
2. Total 266 minimum on the job GLH for the duration of the programme.  
3. Breakdown for this pathway as follows:
- Competence: 266 GLH.

Pathway 3: Housekeeping:

1. Minimum recommended duration of programme is 12 months.
2. Total 281 minimum on the job GLH for the duration of the programme.
3. Breakdown for this pathway as follows:

- Competence: 281 GLH.

Pathway 4: Front of House Reception:

1. Minimum recommended duration of programme is 12 months.
2. Total of 224 minimum on the job GLH for the duration of the programme.
3. Breakdown for this pathway as follows:

- Competence: 224 GLH.

Advanced Level Apprenticeship:

Pathway 1: Hospitality Supervision and Leadership:

1. Minimum recommended duration for programme is 12 months.
2. Total of 206 minimum on the job GLH for the duration of the programme.
3. Breakdown for this pathway as follows:

- Competence: 206 GLH.

Pathway 2: Hospitality retail outlet supervision:

1. Minimum recommended duration of the programme is 12 months
2. Total of 210 minimum on the job GLH for the duration of the programme.
3. Breakdown for the pathway as follows:

- Competence: 210 minimum GLH

How this requirement will be met

On the job GLH:

- should achieve clear and specific outcomes which contribute directly to the successful achievement of the framework and this may include accredited and non-accredited elements of the framework;
should be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager; allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager;

- should be delivered through one or more of the following methods: individual and group teaching; e-learning; distance learning; coaching; mentoring; feedback and assessment; teaching; e-learning; distance learning; coaching; mentoring; feedback and assessment; collaborative/networked learning with peers; guided study;

- include a coaching and mentoring record, log or diary - not required at certification;

- include PLTS learning and recorded using a log book or diary – not required at certification.

Evidence for on-the-job GLH:

**INTERMEDIATE LEVEL APPRENTICESHIP - all pathways**

- Certificate for one of the Level 2 competence qualifications for the relevant pathway, which embeds ERR and evidence that this has been completed;

- Declaration signed by the apprentice that the on the job GLH has been completed. From 19th December 2013, providers should upload Version 3 of the ACE Apprenticeship Declaration and Authorisation form as part of the certification process. This can be downloaded directly from ACE: https://acecerts.co.uk/web/forms-documentation

**ADVANCED LEVEL APPRENTICESHIP - all pathways**

- Certificate for one of the Level 3 competence qualifications for the relevant pathway, which embeds ERR and evidence that this has been completed;

- Declaration signed by the apprentice that the on the job GLH has been completed. From 19th December 2013, providers should upload Version 3 of the ACE Apprenticeship Declaration and Authorisation form as part of the certification process. This can be downloaded directly from ACE: https://acecerts.co.uk/web/forms-documentation
Personal learning and thinking skills assessment and recognition (England)

Summary of Personal Learning and Thinking Skills

Apprentices must be introduced to all Personal Learning and Thinking Skills (PLTS) during induction so that they learn to recognise for themselves when and where they are practicing these skills.

Evidencing and recognition of each PLTS

All PLTS are embedded in the mandatory competence units of each pathway. Each of the PLTS is cross-referenced within the unit’s assessment documentation and also cross-referenced to the mandatory unit’s documentary evidence. The assessors will take a holistic approach to assessment of all PLTS and they will document this on the evidence sheet which is signed off by the apprentice and the assessor.

This process will therefore mean that:

- all areas of each of the PLTS are met with the achievement of the competence qualification which is required to be completed as part of this Apprenticeship;
- the evidence that PLTS has been achieved will be the certificate for the competence qualification and confirmation of PLTS is contained in the certificate application form declaration. From 19th December 2013, providers should upload Version 3 of the ACE Apprenticeship Declaration and Authorisation form as part of the certification process. This can be downloaded directly from ACE: https://acecerts.co.uk/web/forms-documentation

Please see each individual PLTS below for further information.

Creative thinking

Creative Thinking involves:

- generating ideas and exploring possibilities;
- asking questions to extend thinking;
- connecting own and others’ ideas and experiences in inventive ways;
- questioning own and others’ assumptions;
- trying out alternatives or new solutions and following ideas through;
- adapting ideas as circumstances change.
Independent enquiry

Independent Enquiry involves:

- identifying questions to answer and problems to resolve;
- planning and carrying out research, appreciating the consequences of decisions;
- exploring issues, events or problems from different perspectives;
- analysing and evaluating information, judging its relevance and value;
- considering the influence of circumstances, beliefs and feelings on decisions and events;
- supporting conclusions, using reasoned arguments and evidence.

Reflective learning

Reflective Learning involves:

- assessing yourself and others, identifying opportunities and achievements;
- setting goals with success criteria for your personal development and work;
- reviewing progress, acting on the outcomes;
- inviting feedback and dealing positively with praise, setbacks and criticism;
- evaluating experiences and learning to inform your future progress;
- communicating your learning in relevant ways for different audiences.

Team working

Team Working involves:

- collaborating with others to work towards common goals;
- reaching agreements, managing discussions to achieve results;
- adapting behaviour to suit different roles and situations, including leadership roles;
- showing fairness and consideration to others;
- taking responsibility, showing confidence in yourself and your contribution;
- providing constructive support and feedback to others.

Self management

Self Management involves:

- seeking out challenges or new responsibilities and showing flexibility when priorities change;
- working towards goals, showing initiative, commitment and perseverance;
- organising time and resources, prioritising actions;
- anticipating, taking and managing risks;
- dealing with competing pressures, including personal and work-related demands;
- responding positively to change, seeking advice and support when needed;
• managing your emotions and building and maintaining relationships.

Effective participation

Effective Participation involves:

• discussing issues of concern, seeking resolution where needed;
• presenting a persuasive case for action;
• proposing practical ways forward, breaking these down into manageable steps;
• identifying improvements that would benefit others as well yourself;
• trying to influence others, negotiating and balancing diverse views to reach workable solutions;
• acting as an advocate for views and beliefs that may differ from your own.
Additional employer requirements

None