Information on the Issuing Authority for this framework:

People 1st

The Apprenticeship sector for occupations in hospitality, leisure, travel and tourism.

Issue number: 2
Framework ID: FR00563
Date this framework is to be reviewed by: 28/02/2013

This framework includes:

Level 2
Level 3

This framework is for use in: England

Short description

This is a high quality, prestigious learning and development programme, valued by employers. Apprentices will train in multi skilled jobs in hospitality services, housekeeping, front of house reception, waiters/silver service waiters, bar person, kitchen assistants, cooks and chefs, offering a variety of cuisines in a range of kitchens, fast food outlets and restaurants. Advanced Level Apprentices will train as sous/senior chefs, specialise in pastry and confectionery, head housekeeper/receptionist, or managers in hotels, restaurants, pubs, bars and clubs.
Contact information

Proposer of this framework

This framework is being proposed by employers in the Hospitality and Catering sector who have worked closely with People 1st on its development. The need for an apprenticeship framework at levels 2 and 3 has been identified through the sector qualifications strategy. This framework has been proposed to develop a standardised, formalised, nationally recognised training programme, a nationally recognised career pathway and to address some of the skills, recruitment and retention issues in the sector. The level 3 apprenticeship also enables progression from the level 2 apprenticeship.

Developer of this framework

Name: Preetkiran Sumal  
Organisation: People 1st  
Organisation type: Sector Skills Council  
Job title: Head of National Programmes  
Phone: 01895 817000  
Email: preetkiran.sumal@people1st.co.uk  
Postal address: 2nd Floor, Armstrong House  
           38 Market Square  
           Uxbridge  
           Middlesex  
           UB8 1LH  
Website: www.people1st.co.uk

Issuing Authority’s contact details

Issued by: People 1st  
Issuer contact name: Jo Parker  
Issuer phone: 07818 076843  
Issuer email: joanne.parker@people1st.co.uk
Revising a framework

Contact details

Who is making this revision:
  Your organisation:
  Your email address:

Why this framework is being revised

(no information)

Summary of changes made to this framework

(no information)

Qualifications removed

(no information)

Qualifications added

(no information)

Qualifications that have been extended

(no information)
Purpose of this framework

Summary of the purpose of the framework

The Hospitality and Catering Industry covers hotels, restaurants, pubs, bars and nightclubs, contract catering, 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 £30m to the English economy each year, with the restaurant industry alone employing two thirds of a million people.

Hospitality is part of the wider leisure, travel and tourism sector which needs to recruit 855,000 managers, chefs, waiting and bar staff and catering assistants 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, that they stay and develop their skills to fulfil their career ambitions, contributing to increased productivity and business profitability.

- 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;
- chef skills are in short supply, with increasing consumer demand for meals which are cooked from scratch using fresh ingredients in mainstream restaurants and pubs and specialist skills for those working in Asian and Oriental cuisines;
- 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 and Catering Industry needs to make the most of the talent pool in order to represent its customer base, by attracting more males into front of house and housekeeping roles.
Apprenticeships are seen as critical by employers, as they provide a ready-made high quality programme which they have helped to design and which gives them the skills they need. By providing nationally recognised qualifications, employability skills and a career route into management, staff are more likely to be more motivated to stay, helping businesses to increase productivity and remain profitable. Every year, around 17,000 apprentices in Hospitality and Catering start the programme at level 2 and 3 in England and this is set to increase to around 21,000 over the next three years.

Apprentices at level 2 work in a range of jobs including multi skilled roles in hospitality services where they will be an all rounder or specialise in housekeeping and front of house reception or can train as waiters/silver service waiters and bar person. Kitchen assistants, cooks and chefs will work in a range of large and small kitchens including the NHS, Armed Services and schools, fast food outlets and restaurants offering a variety of cuisines and fine dining, including Asian and Oriental cuisines.

At level 3 there are opportunities to move into jobs as Sous Chefs or Senior Chefs or specialise in pastry and confectionery. Hospitality Supervision and Leadership provides training to become Head Housekeeper, Head Receptionist, Hotel Manager or a supervisor/manager in a restaurant or pub chain.

This new Apprenticeship builds on the success of the previous apprenticeship, by updating the qualifications to respond to the changing expectations of customers, addressing the skills needs of employers and meets the requirements of the new Specification for Apprenticeships in England. The framework will also contribute to meeting the skills priorities for England by:

- providing flexible access to a high quality Level 2 and 3 skills programme, which act as a real alternative to GCSEs and A levels for those who prefer this style of learning and achievement;
- incorporating skills to improve the general literacy, numeracy (and ICT if seen as mandatory for the H&C industry) in England;
- using technical and competence qualifications, valued by employers, to help their businesses grow;
- developing Apprentice’s Personal Learning and Thinking Skills, to build their confidence and creativity, improving their social and working lives;
- developing Apprentice’s employability skills, making them more attractive to all employers whichever career they choose;
- providing a career pathway into jobs and training at craft, supervisory and management level to provide the skills which the economy needs to grow.
Aims and objectives of this framework (England)

Aim of the framework

The aim of this framework is to attract new people into Hospitality and Catering from a wide range of backgrounds to replace those who leave or retire and to provide employers with the chef, customer service, team working, employability and management and leadership skills they need to help increase productivity and profitability.

Objectives of this framework are to:

1. contribute to increasing productivity and performance by ensuring that staff have chef, customer service, team working, employability, management and leadership skills;
2. provide a flexible entry route to attract and retain people in the Hospitality and Catering 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 the Industry by providing career pathways to jobs at level 4 and higher to aid retention and to fill management and leadership skills gaps.

Go to the following link to access the Sector Skills Assessment:
http://www.people1st.co.uk/research/sector-skills-assessments

Go to following link to access the Sector Qualifications Strategy: http://www.people1st.co.uk/qualification-reform/sector-qualifications-strategy-sqs

Click here to download the latest skills strategy for England: http://www.bis.gov.uk/assets/biscore/further-education-skills/docs/s/10-1274-skills-for-sustainable-growth-strategy.pdf

Entry conditions for this framework

Employers wish to attract as wide a range of people as possible. This is why there are no specific requirements to have completed any prior qualifications. However, they are
particularly interested in those who have a keen interest in providing excellent customer service and in working 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 normally be outside the 09.00 – 5.00 pattern.

Other conditions:

Some pathways may require serving of alcohol.

RULES TO AVOID REPEATING QUALIFICATIONS

Processes exist to make sure that applicants with prior knowledge, qualifications and experience are not disadvantaged by having to repeat learning. Training providers and awarding organisations will be able to advise on the current rules for accrediting prior learning and recognising prior experience. In the meantime, this is a short summary (which also includes the requirements for functional skills / GCSE (with enhanced functional content) and key skills for this framework):

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

An intermediate level apprentice must achieve (or have achieved) at least one from the following options (a-k):

a. a Functional Skills qualification in English to Level 1; or
b. a GCSE qualification (with enhanced functional content) in English to at least grade E (Level 1 equivalent); or
c. a Key Skills qualification in Communication to Level 1 achieved either before September 2013 as part of the Apprenticeship or before September 2012 and within the 5 years immediately prior to starting an Apprenticeship; or
d. a GCSE qualification in English to at least grade C achieved before September 2012 and within the five years immediately prior to starting the Apprenticeship; or
e. an A’ Level or AS Level qualification in English Language to at least grade E achieved before September 2012 and within the five years immediately prior to starting the Apprenticeship; or
f. an A’ Level or AS Level qualification in English Literature to at least grade E achieved before September 2012 and within the five years immediately prior to starting the Apprenticeship; or
g. an A’ Level or AS Level qualification in English Language and Literature to at least grade E achieved before September 2012 and within the five years immediately prior to starting the Apprenticeship; or
h. a GCSE or O’Level qualification in English to at least grade A achieved before September 2012 and prior to starting the Apprenticeship; or
i. an A’ Level or AS Level qualification in English Language to at least grade A achieved before September 2012 and prior to starting the Apprenticeship; or
j. an A’ Level or AS Level qualification in English Literature to at least grade A achieved before September 2012 and prior to starting the Apprenticeship; or
k. an A’ Level or AS Level qualification in English Language and Literature to at least grade A achieved before September 2012 and prior to starting the Apprenticeship.

An intermediate level apprentice must also achieve (or have achieved) at least one from the following options (a-k):

a. a Functional Skills qualification in Mathematics to Level 1; or
b. a GCSE qualification (with enhanced functional content) in Mathematics to at least grade E (Level 1 equivalent); or
c. a Key Skills qualification in Application of Number to Level 1 achieved either before September 2013 as part of the Apprenticeship or before September 2012 and within the 5 years immediately prior to starting an Apprenticeship; or
d. a GCSE qualification in Mathematics to at least grade C achieved before September 2012 and within the five years immediately prior to starting the Apprenticeship; or
e. an A’ Level or AS Level qualification in Mathematics to at least grade E achieved before September 2012 and within the five years immediately prior to starting the Apprenticeship; or
f. an A’ Level or AS Level qualification in Pure Mathematics to at least grade E achieved before September 2012 and within the five years immediately prior to starting the Apprenticeship; or
g. an A’ Level or AS Level qualification in Further Mathematics to at least grade E achieved before September 2012 and within the five years immediately prior to starting the Apprenticeship; or
h. a GCSE or O’Level qualification in Mathematics to at least grade A achieved before September 2012 and prior to starting the Apprenticeship; or
i. an A’ Level or AS Level qualification in Mathematics to at least grade A achieved before September 2012 and prior to starting the Apprenticeship; or
j. an A’ Level or AS Level qualification in Pure Mathematics to at least grade A achieved before September 2012 and prior to starting the Apprenticeship; or
k. an A’ Level or AS Level qualification in Further Mathematics to at least grade A achieved before September 2012 and prior to starting the Apprenticeship.

To promote progression, where an individual has achieved Functional Skills qualifications at level 1 in English, Mathematics or ICT (if the framework requires this), or has the relevant
GCSE qualifications (with increased functional content) or Key Skills qualifications at level 1 equivalent prior to starting an Intermediate Level Apprenticeship (Level 2), the employer may allow the individual to study for a similar qualification at Level 2 or equivalent as part of the Intermediate Level Apprenticeship framework.

An advanced level apprentice must achieve (or have achieved) at least one from the following options (a-k):

a. a Functional Skills qualification in English to Level 2; or
b. a GCSE qualification (with enhanced functional content) in English to at least grade C (Level 2 equivalent); or
c. a Key Skills qualification in Literacy to Level 2 achieved either before September 2013 as part of the Apprenticeship or before September 2012 and within the 5 years immediately prior to starting an Apprenticeship; or
d. a GCSE qualification in English to at least grade C achieved before September 2012 and within the five years immediately prior to starting the Apprenticeship; or
e. an A’ Level or AS Level qualification in English Language to at least grade E achieved before September 2012 and within the five years immediately prior to starting the Apprenticeship; or
f. an A’ Level or AS Level qualification in English Literature to at least grade E achieved before September 2012 and within the five years immediately prior to starting the Apprenticeship; or
g. an A’ Level or AS Level qualification in English Language and Literature to at least grade E achieved before September 2012 and within the five years immediately prior to starting the Apprenticeship; or
h. a GCSE or O’Level qualification in English to at least grade A achieved before September 2012 and prior to starting the Apprenticeship; or
i. an A’ Level or AS Level qualification in English Language to at least grade A achieved before September 2012 and prior to starting the Apprenticeship; or
j. an A’ Level or AS Level qualification in English Literature to at least grade A achieved before September 2012 and prior to starting the Apprenticeship; or
k. an A’ Level or AS Level qualification in English Language and Literature to at least grade A achieved before September 2012 and prior to starting the Apprenticeship.

An advanced level apprentice must also achieve (or have achieved) at least one from the following options (a-k):

a. a Functional Skills qualification in Mathematics to Level 2; or
b. a GCSE qualification (with enhanced functional content) in Mathematics to at least grade C (Level 2 equivalent); or
c. a Key Skills qualification in Application of Number to Level 2 achieved either before September 2013 as part of the Apprenticeship or before September 2012 and within the five years immediately prior to starting an Apprenticeship; or
d. a GCSE qualification in Mathematics to at least grade C achieved before September 2012 within the five years immediately prior to starting the Apprenticeship; or
e. an A’ Level or AS Level qualification in Mathematics to at least grade E achieved before September 2012 and within the five years immediately prior to starting the Apprenticeship; or
f. an A’ Level or AS Level qualification in Pure Mathematics to at least grade E achieved before September 2012 and within the five years immediately prior to starting the Apprenticeship; or
g. an A’ Level or AS Level qualification in Further Mathematics to at least grade E achieved before September 2012 and within the five years immediately prior to starting the Apprenticeship; or
h. a GCSE or O’Level qualification in Mathematics to at least grade A achieved before September 2012 and prior to starting the Apprenticeship; or
i. an A’ Level or AS Level qualification in Mathematics to at least grade A achieved before September 2012 and prior to starting the Apprenticeship; or
j. an A’ Level or AS Level qualification in Pure Mathematics to at least grade A achieved before September 2012 and prior to starting the Apprenticeship; or
k. an A’ Level or AS Level qualification in Further Mathematics to at least grade A achieved before September 2012 and prior to starting the Apprenticeship.

2. Knowledge qualifications.

If applicants already have the Level 2 KNOWLEDGE qualification before they started their Apprenticeship, (see knowledge qualifications page in this framework) they can count this and do not have to redo the qualification. The hours they spent gaining this qualification will also count towards the minimum hours required for this framework.

3. Competence qualifications.

If applicants already have the Level 2 COMPETENCE qualification (see competence qualifications page in this framework) for the Apprenticeship they cannot count this as this must be achieved as part of the Apprenticeship.

4. Prior experience.

Applicants already working in the sector will be able to have their prior experience recognised by the Awarding Organisation and this will count towards the competence and the knowledge qualifications in this framework.
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, recognising prior qualifications and experience.
Level 2

Title for this framework at level 2

Intermediate Level Apprenticeship in Hospitality and Catering

Pathways for this framework at level 2

- Pathway 1: Hospitality Services
- Pathway 2: Food and Beverage Service
- Pathway 3: Food Production and Cooking
- Pathway 4: Professional Cookery
- Pathway 5: Housekeeping
- Pathway 6: Front of House Reception
Level 2, Pathway 1: Hospitality Services

Description of this pathway

Hospitality and Catering (Hospitality Services)

Total credit value of pathway - 62 credits

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

None other than general entry conditions
<table>
<thead>
<tr>
<th>Job title(s)</th>
<th>Job role(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Team member (Hospitality) - suitable to those that deal with small-site</td>
<td>Customer service, food safety, team working, food preparation and cooking, food and beverage services, front of house</td>
</tr>
<tr>
<td>accommodation services where a set of skills allow them to perform a large</td>
<td>reception and housekeeping.</td>
</tr>
<tr>
<td>range of functions. Some bigger chains in the mainstream Food Preparation</td>
<td></td>
</tr>
<tr>
<td>and Cooking sector may also use this route to multi-skill their team members.</td>
<td></td>
</tr>
</tbody>
</table>
Qualifications

Competence qualifications available to this pathway

<table>
<thead>
<tr>
<th>C1 - Level 2 NVQ Diploma in Hospitality Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>No.</td>
</tr>
<tr>
<td>-------</td>
</tr>
<tr>
<td>C1a</td>
</tr>
<tr>
<td>C1b</td>
</tr>
<tr>
<td>C1c</td>
</tr>
</tbody>
</table>

Knowledge qualifications available to this pathway

<table>
<thead>
<tr>
<th>K1 - Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services)</th>
</tr>
</thead>
<tbody>
<tr>
<td>No.</td>
</tr>
<tr>
<td>-------</td>
</tr>
<tr>
<td>K1a</td>
</tr>
<tr>
<td>K1b</td>
</tr>
<tr>
<td>K1c</td>
</tr>
</tbody>
</table>
Combined qualifications available to this pathway

N/A

Notes on competence and knowledge qualifications (if any)

K1 provides the underpinning knowledge and understanding for C1. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Giving customers a positive impression
- Principles of customer service in hospitality, leisure, travel and tourism

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

The qualifications in this pathway link with the job roles of Team Member in this sector.
## Transferable skills (England)

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

<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>E</td>
<td>5</td>
</tr>
<tr>
<td>GCSE qualification (with enhanced functional content)</td>
<td>E</td>
<td>5</td>
</tr>
<tr>
<td>Key Skills qualification in Literacy 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*</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>
</tr>
<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>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 the non food pathway in the Hospitality Services level 2 route and at level 3 for the Hospitality Supervision and Leadership route only. 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.

ICT is not directly relevant to effective performance to the food pathways due to the nature of the jobs and the fact that they may not use computer systems in their role.
Progression routes into and from this pathway

Progression into this pathway

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.uksp.co.uk](http://www.uksp.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

Progression from this pathway

Advanced Level Apprenticeships:

- Advanced Level Apprenticeship in Business and Administration or Customer Service - subject to entry requirements for these apprenticeship programmes
- Advanced Level Apprenticeship in Hospitality and Catering (Hospitality Supervision and Leadership)
Jobs:

- Supervisory positions with possible routes to eventual owner/manager of smaller hotels or bed and breakfast establishments.
- This route can also be used for Team Members within a Food Prep and Cooking franchise/chain, and can lead to Supervisory positions within this environment.

Further Education:

- Level 2 Diploma in Professional Food and Beverage Service
- Level 1 Diploma in Introduction to Professional Cookery
- Specialist qualifications in Beverage and Licensed Hospitality
- Level 2 Certificate in Front Office Operations
- Units specific to Housekeeping
- Level 2 or 3 Diploma in Hospitality

For more information about careers and qualifications available in the Hospitality, Leisure, Travel and Tourism Sectors visit: [www.uksp.co.uk](http://www.uksp.co.uk)
Delivery and assessment of employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

The ERR unit (T/601/7214 - Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector) is included in the competence based qualification for all pathways and is a mandatory part of this framework. This unit is included in the following qualifications that are relevant to this pathway:

- City & Guilds Level 2 NVQ Diploma in Hospitality Services (Qualification Reference Number - 500/9981/4)
- EDI Level 2 NVQ Diploma in Hospitality Services (Qualification Reference Number - 500/9215/7)
- Edexcel Level 2 NVQ Diploma in Hospitality Services (Qualification Reference Number - 500/9951/6)

The apprentices 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.

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

The ERR element within this apprenticeship framework covers the nine requirements set out in the Specification of Apprenticeship Standards for England (SASE). Completion of this unit ensures that the apprentice:

1. knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law and that employment rights can be affected by other legislation as well. This should cover the apprentice’s rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and Health & Safety, together with the responsibilities and duties of employers;
2. knows and understands the procedures and documentation in their organisation which
recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice’s learning programme;
3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
4. understands the role played by their occupation within their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understand their relevance to their industry and organisation, and their main roles and responsibilities;
7. knows where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation's principles and codes of practice;
9. recognises and can form a view on issues of public concern that affect their organisation and industry.

Evidence of ERR

As the ERR unit is contained within the competence-based qualification for all pathways, the evidence for this will be the certificate for this qualification with the ERR unit listed on the certificate as having been completed. This certificate must be submitted to People 1st upon completion of the framework.
Level 2, Pathway 2: Food and Beverage Service

Description of this pathway

Hospitality and Catering (Food and Beverage Service)

Total minimum credit value of pathway: 60 credits

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

None other than general entry requirements
### Job title(s) | Job role(s)
---|---
Waiter or Silver Service Waiter (Food and Beverage) | 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
Waiter or Silver Service Waiter (Food Services) | 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
Bar/cellar person | 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.
Qualifications

Competence qualifications available to this pathway

<table>
<thead>
<tr>
<th>C1 - Level 2 NVQ Diploma in Food and Beverage Service</th>
<th>Credit value</th>
<th>Guided learning hours</th>
<th>UCAS points value</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1a 500/9544/4 City &amp; Guilds</td>
<td>37</td>
<td>279 - 291</td>
<td>N/A</td>
</tr>
<tr>
<td>C1b 500/9715/5 Education Development International plc</td>
<td>37</td>
<td>279 - 291</td>
<td>N/A</td>
</tr>
<tr>
<td>C1c 500/9937/1 Edexcel</td>
<td>37</td>
<td>279-291</td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>C2 - Level 2 NVQ Diploma in Beverage Service</th>
<th>Credit value</th>
<th>Guided learning hours</th>
<th>UCAS points value</th>
</tr>
</thead>
<tbody>
<tr>
<td>C2a 500/9546/8 City and Guilds</td>
<td>37</td>
<td>266 - 274</td>
<td>N/A</td>
</tr>
<tr>
<td>C2b 500/9569/9 Education Development International plc</td>
<td>37</td>
<td>266 - 274</td>
<td>N/A</td>
</tr>
<tr>
<td>C2c 500/9903/6 Edexcel</td>
<td>37</td>
<td>266 - 274</td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>C3 - Level 2 NVQ Diploma in Food Service</th>
<th>Credit value</th>
<th>Guided learning hours</th>
<th>UCAS points value</th>
</tr>
</thead>
<tbody>
<tr>
<td>C3a 500/9587/0 City and Guilds</td>
<td>37</td>
<td>294 - 309</td>
<td>N/A</td>
</tr>
<tr>
<td>C3b 500/9567/5 Education Development International plc</td>
<td>37</td>
<td>294 - 309</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Hospitality and Catering (England)
level 2
Pathway 2
Apprenticeship in Construction-Building
Knowledge qualifications available to this pathway (cont.)

Knowledge qualifications available to this pathway

<table>
<thead>
<tr>
<th>K1 - Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service)</th>
</tr>
</thead>
<tbody>
<tr>
<td>No.</td>
</tr>
<tr>
<td>-----</td>
</tr>
<tr>
<td>K1a</td>
</tr>
<tr>
<td>K1b</td>
</tr>
<tr>
<td>K1c</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>K2 - Level 2 Certificate in Hospitality and Catering Principles (Beverage Service)</th>
</tr>
</thead>
<tbody>
<tr>
<td>No.</td>
</tr>
<tr>
<td>-----</td>
</tr>
<tr>
<td>K2a</td>
</tr>
<tr>
<td>K2b</td>
</tr>
<tr>
<td>K2c</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>K3 - Level 2 Certificate in Hospitality and Catering Principles (Food Service)</th>
</tr>
</thead>
<tbody>
<tr>
<td>No.</td>
</tr>
<tr>
<td>-----</td>
</tr>
<tr>
<td>K3a</td>
</tr>
<tr>
<td>K3b</td>
</tr>
<tr>
<td>K3c</td>
</tr>
</tbody>
</table>
Combined qualifications available to this pathway

N/A

Notes on competence and knowledge qualifications (if any)

K1 provides the underpinning knowledge and understanding for C1. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Giving customers a positive impression
- Food safety in catering
- Principles of customer service in hospitality, leisure, travel and tourism

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Waiter or Silver Service Waiter (Food and Beverage).

K2 provides the underpinning knowledge and understanding for C2. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Giving customers a positive impression
- Principles of customer service in hospitality, leisure, travel and tourism

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.
These qualifications link with the job role of Bar/cellar person.

K3 provides the underpinning knowledge and understanding for C3. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Giving customers a positive impression
- Food safety in catering
- Principles of customer service in hospitality, leisure, travel and tourism

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Waiter or Silver Service Waiter (Food Services).
Transferable skills (England)

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

<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 (with enhanced functional content)</td>
<td>E</td>
<td>5</td>
</tr>
<tr>
<td>Key Skills qualification in Literacy 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*</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>
</tr>
<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.
Inclusion of Information and Communications Technology (ICT)

We have consulted with employers and partners who indicated that ICT would be relevant to the non food pathway in the Hospitality Services level 2 route and at level 3 for the Hospitality Supervision and Leadership route only. 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.

ICT is not directly relevant to effective performance to the food pathways due to the nature of the jobs and the fact that they may not use computer systems in their role.
Progression routes into and from this pathway

Progression into this pathway

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.uksp.co.uk](http://www.uksp.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

Progression from this pathway

Other pathways:

There are clear progression routes from the Food and Beverage Service to the Beverage Service pathway within this apprenticeship.
Advanced Level Apprenticeships:

- Advanced Level Apprenticeship in Hospitality and Catering - Hospitality Supervision and Leadership Route.

Jobs:

- 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.

Further Education:

A range of qualifications including:

- Level 2 Diploma in Professional Food and Beverage Service
- Specialist qualifications in Beverage and Licensed Hospitality
- Level 1 Diploma in Introduction to Professional Cookery
- Level 2 or 3 Diploma in Hospitality
- Level 2 Certificate for Personal Licence Holders

For more information about careers and qualifications in the Hospitality, Leisure, Travel and Tourism Sectors visit: www.uksp.co.uk
... Hospitality and Catering (England)
...... level 2
......... Pathway 2
Delivery and assessment of employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

The ERR unit (T/601/7214 - Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector) is included in the competence based qualification for all pathways and is a mandatory part of this framework. This unit is included in the following qualifications that are relevant to this pathway:

- L2 NVQ Diploma in Food and Beverage Service (QCF) / City & Guilds 500/9544/4
- L2 NVQ Diploma in Food and Beverage Service (QCF) / Education Development International plc 500/9715/5
- L2 NVQ Diploma in Food and Beverage Service (QCF) / Edexcel 500/9937/1
- L2 NVQ Diploma in Beverage Service (QCF) / City & Guilds 500/9546/8
- L2 NVQ Diploma in Beverage Service (QCF) / Education Development International plc 500/9569/9
- L2 NVQ Diploma in Beverage Service (QCF) / Edexcel 500/9903/6
- L2 NVQ Diploma in Food Service (QCF) / City & Guilds 500/9587/0
- L2 NVQ Diploma in Food Service (QCF) / Education Development International plc 500/9567/5

The apprentices 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.

Providers must ensure that Apprentices use an awarding organisation portfolio of evidence to record where and how they have learned about ERR.
The ERR element within this apprenticeship framework covers the nine requirements set out in the Specification of Apprenticeship Standards for England (SASE). Completion of this unit ensures that the apprentice:

1. knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law and that employment rights can be affected by other legislation as well. This should cover the apprentice’s rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and Health & Safety, together with the responsibilities and duties of employers;
2. knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice’s learning programme;
3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
4. understands the role played by their occupation within their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understand their relevance to their industry and organisation, and their main roles and responsibilities;
7. knows where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation's principles and codes of practice;
9. recognises and can form a view on issues of public concern that affect their organisation and industry.

Evidence of ERR

As the ERR unit is contained within the competence-based qualification for all pathways, the evidence for this will be the certificate for this qualification with the ERR unit listed on the certificate as having been completed. This certificate must be submitted to People 1st upon completion of the framework.
... Hospitality and Catering (England)
...... level 2
 .......... Pathway 2
Level 2, Pathway 3: Food Production and Cooking

Description of this pathway

Hospitality and Catering (Food Production and Cooking)

Total credit value for this pathway:

- Food Production and Cooking qualifications - 66 credits
- Kitchen Services - 60 credits

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

None other than general entry conditions
<table>
<thead>
<tr>
<th>Job title(s)</th>
<th>Job role(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>School Cook, Cook, Team member or Chef</td>
<td>Prepare, cook and serve large volumes of nutritious meals in a hygienic environment, ensuring recipes and portion controls are followed, complete kitchen documentation, minimise all kitchen wastage and maintain stocks.</td>
</tr>
<tr>
<td>Cook or Chef</td>
<td>Prepare, cook and serve nutritious meals in a hygienic environment, ensuring recipes and portion controls are followed, complete kitchen documentation, minimise all kitchen wastage and maintain stocks.</td>
</tr>
<tr>
<td>Kitchen Assistant</td>
<td>Keep the kitchen clean, tidy, safe and hygienic, maintain food safety when cooking, storing and putting clean items away, using basic kitchen equipment, chemicals, cleaning substances, collecting waste and disposing of it safely, unloading deliveries of food and other equipment to the kitchen.</td>
</tr>
</tbody>
</table>
## Qualifications

### Competence qualifications available to this pathway

#### C1 - Level 2 NVQ Diploma in Food Production and Cooking

<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>500/9543/2</td>
<td>City and Guilds</td>
<td>40</td>
<td>329 - 336</td>
<td>N/A</td>
</tr>
<tr>
<td>C1b</td>
<td>500/9212/1</td>
<td>Education Development International plc</td>
<td>40</td>
<td>329 - 336</td>
<td>N/A</td>
</tr>
<tr>
<td>C1c</td>
<td>500/9790/8</td>
<td>Edexcel</td>
<td>40</td>
<td>329 - 336</td>
<td>N/A</td>
</tr>
</tbody>
</table>

#### C2 - Level 2 NVQ Diploma in Kitchen Services

<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>C2a</td>
<td>500/9542/0</td>
<td>City and Guilds</td>
<td>37</td>
<td>309 - 323</td>
<td>N/A</td>
</tr>
<tr>
<td>C2b</td>
<td>500/9214/5</td>
<td>Education Development International plc</td>
<td>37</td>
<td>309 - 325</td>
<td>N/A</td>
</tr>
<tr>
<td>C2c</td>
<td>500/9788/X</td>
<td>Edexcel</td>
<td>37</td>
<td>309 - 323</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Knowledge qualifications available to this pathway (cont.)

<table>
<thead>
<tr>
<th>Knowledge qualifications available to this pathway</th>
</tr>
</thead>
</table>

### K1 - Level 2 Certificate in Hospitality and Catering Principles (Food Production and Cooking)

<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>600/0838/6</td>
<td>City &amp; Guilds</td>
<td>16</td>
<td>98 - 142</td>
<td>N/A</td>
</tr>
<tr>
<td>K1b</td>
<td>600/0843/X</td>
<td>EDI</td>
<td>16</td>
<td>98 - 142</td>
<td>N/A</td>
</tr>
<tr>
<td>K1c</td>
<td>600/0837/4</td>
<td>Edexcel</td>
<td>16</td>
<td>98 - 142</td>
<td>N/A</td>
</tr>
</tbody>
</table>

### K2 - Level 2 Certificate in Hospitality and Catering Principles (Kitchen Services)

<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>K2a</td>
<td>600/0853/2</td>
<td>City &amp; Guilds</td>
<td>13</td>
<td>99 - 111</td>
<td>N/A</td>
</tr>
<tr>
<td>K2b</td>
<td>600/0863/5</td>
<td>EDI</td>
<td>13</td>
<td>99 - 111</td>
<td>N/A</td>
</tr>
<tr>
<td>K2c</td>
<td>600/0873/8</td>
<td>Edexcel</td>
<td>13</td>
<td>99 - 111</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Combined qualifications available to this pathway

N/A

Notes on competence and knowledge qualifications (if any)

K1 provides the underpinning knowledge and understanding for C1. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Food safety in catering

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

K2 provides the underpinning knowledge and understanding for C2. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Food safety in catering

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job roles of School Cook, Cook, Team Member, Kitchen Assistant and Chef.
## Transferable skills (England)

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

<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 (with enhanced functional content)</td>
<td>E</td>
<td>5</td>
</tr>
<tr>
<td>Key Skills qualification in Literacy 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*</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>
</tr>
<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>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 the non food pathway in the Hospitality Services level 2 route and at level 3 for the Hospitality Supervision and Leadership route only. 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.

ICT is not directly relevant to effective performance to the food pathways due to the nature of the jobs and the fact that they may not use computer systems in their role.
Progression routes into and from this pathway

Progression into this pathway

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.uksp.co.uk](http://www.uksp.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

Progression from this pathway

Other pathways:

There are clear progression routes from the Food Production and Cooking pathway to Professional Cookery pathway within this apprenticeship.
Advanced Level Apprenticeships:

- Advanced Level Apprenticeship in Hospitality and Catering Professional Cookery pathway
- Advanced Level Apprenticeship in Hospitality and Catering - Hospitality Supervision and Leadership pathway

Jobs:

- Catering Supervisor, Chef De Partie or Sous Chef.
- Eventual career paths could lead to Head Chef, Head Cook, Food and Beverage Manager, Kitchen Manager or Regional Manager.
- Kitchen Assistants could move sideways to a chef in a Food Production or Professional Cookery environment or go on to become an Assistant Manager.

Further Education:

A range of qualifications including:

- Level 2 or 3 Certificate or Diploma in Professional Food and Beverage Service
- Level 2 Diploma in Professional Cookery
- Level 2 or 3 Certificate/Diploma in Professional Patisserie and Confectionery

For more information about careers and qualifications in the Hospitality, Leisure, Travel and Tourism Sectors visit: www.uksp.co.uk
Delivery and assessment of employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

The ERR unit (T/601/7214 - Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector) is included in the competence based qualification for all pathways and is a mandatory part of this framework. This unit is included in the following qualifications that are relevant to this pathway:

- L2 NVQ Diploma in Food Production and Cooking (QCF) / City & Guilds 500/9543/2
- L2 NVQ Diploma in Food Production and Cooking (QCF) / Education Development International plc 500/9212/1
- L2 NVQ Diploma in Food Production and Cooking (QCF) / Edexcel 500/9790/8
- L2 NVQ Diploma in Kitchen Services (QCF) / City & Guilds 500/9542/0
- L2 NVQ Diploma in Kitchen Services (QCF) / Education Development International plc 500/9214/5
- L2 NVQ Diploma in Kitchen Services (QCF) / Edexcel 500/9788/X

The apprentices 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.

Providers must ensure that Apprentices use an awarding organisation portfolio of evidence to record where and how they have learned about ERR.
The ERR element within this apprenticeship framework covers the nine requirements set out in the Specification of Apprenticeship Standards for England (SASE). Completion of this unit ensures that the apprentice:

1. knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law and that employment rights can be affected by other legislation as well. This should cover the apprentice’s rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and Health & Safety, together with the responsibilities and duties of employers;
2. knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice’s learning programme;
3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
4. understands the role played by their occupation within their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understand their relevance to their industry and organisation, and their main roles and responsibilities;
7. knows where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation’s principles and codes of practice;
9. recognises and can form a view on issues of public concern that affect their organisation and industry.

Evidence of ERR

As the ERR unit is contained within the competence-based qualification for all pathways, the evidence for this will be the certificate for this qualification with the ERR unit listed on the certificate as having been completed. This certificate must be submitted to People 1st upon completion of the framework.
Level 2, Pathway 4: Professional Cookery

Description of this pathway

Hospitality and Catering (Professional Cookery)

Total credit value for this pathway - 94 credits

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

None other than general entry conditions
<table>
<thead>
<tr>
<th>Job title(s)</th>
<th>Job role(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Craft Chef (Fine Dining)</td>
<td>Cook, prepare and finish food, ensuring food section is constantly supplied with the full range of menu items avoiding shortages and wastage, food safety, health, safety and welfare of all guests and colleagues and cleaning duties</td>
</tr>
<tr>
<td>Kitchen Assistant, Craft Chef, or Team Member.</td>
<td>Preparation and cooking of food in line with brand and menu specification, ensuring food section is constantly supplied with the full range of menu items avoiding shortages and wastage, food safety, health, safety and welfare of all guests and colleagues and cleaning duties</td>
</tr>
<tr>
<td>(Casual Dining or restaurants, hotels and gastro pubs)</td>
<td></td>
</tr>
<tr>
<td>Commis Chef, Kitchen Support Staff - Bangladeshi Cuisine</td>
<td>Cook, prepare and finish food items using specialist spices and methods ensuring food section is constantly supplied with the full range of menu items avoiding shortages and wastage, food safety, health, safety and welfare of all guests and colleagues and cleaning duties</td>
</tr>
<tr>
<td>Wok Chef, Deep Fry Chef - Chinese Cuisine</td>
<td>Cook and prepare and finish food items using specialist ingredients and methods ensuring food section is constantly supplied with the full range of menu items avoiding shortages and wastage, food safety, health, safety and welfare of all guests and colleagues and cleaning duties</td>
</tr>
<tr>
<td>Chef/Cook or Kitchen Assistant - Indian Cuisine</td>
<td>Cook and prepare and finish food items using specialist spices and methods ensuring food section is constantly supplied with the full range of menu items avoiding shortages and wastage, food safety, health, safety and welfare of all guests and colleagues and cleaning duties</td>
</tr>
<tr>
<td>Stir Fry Specialist, Assistant Chef/Cook, Kitchen Assistant - Thai Cuisine</td>
<td>Cook and prepare and finish food items using specialist spices and methods ensuring food section is constantly supplied with the full range of menu items avoiding shortages and wastage, food safety, health, safety and welfare of all guests and colleagues and cleaning duties</td>
</tr>
</tbody>
</table>
Qualifications

Competence qualifications available to this pathway

C1 - Level 2 NVQ Diploma in Professional Cookery

<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>500/9216/9</td>
<td>Education Development International plc</td>
<td>58</td>
<td>465 - 511</td>
<td>N/A</td>
</tr>
<tr>
<td>C1b</td>
<td>500/9916/4</td>
<td>Edexcel</td>
<td>58</td>
<td>465 - 511</td>
<td>N/A</td>
</tr>
<tr>
<td>C1c</td>
<td>500/9979/6</td>
<td>City and Guilds</td>
<td>58</td>
<td>465 - 511</td>
<td>N/A</td>
</tr>
</tbody>
</table>

C2 - Level 2 NVQ Diploma in Professional Cookery (Bangladeshi cuisine)

<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>C2a</td>
<td>500/9870/6</td>
<td>City and Guilds</td>
<td>58</td>
<td>474 - 507</td>
<td>N/A</td>
</tr>
<tr>
<td>C2b</td>
<td>500/9361/7</td>
<td>Education Development International plc</td>
<td>58</td>
<td>474 - 507</td>
<td>N/A</td>
</tr>
<tr>
<td>C2c</td>
<td>500/9952/8</td>
<td>Edexcel</td>
<td>58</td>
<td>474 - 507</td>
<td>N/A</td>
</tr>
</tbody>
</table>

C3 - Level 2 NVQ Diploma in Professional Cookery (Chinese cuisine)

<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>C3a</td>
<td>500/9977/2</td>
<td>City and Guilds</td>
<td>58</td>
<td>454 - 483</td>
<td>N/A</td>
</tr>
<tr>
<td>Code</td>
<td>Code</td>
<td>Provider</td>
<td>Edexcel Code</td>
<td>Credits</td>
<td>Grade Range</td>
</tr>
<tr>
<td>------</td>
<td>------</td>
<td>----------</td>
<td>--------------</td>
<td>---------</td>
<td>-------------</td>
</tr>
<tr>
<td>C3b</td>
<td>500/9206/6</td>
<td>Education Development International plc</td>
<td>58</td>
<td>454 - 483</td>
<td>N/A</td>
</tr>
<tr>
<td>C3c</td>
<td>500/9955/3</td>
<td>Edexcel</td>
<td>58</td>
<td>454 - 483</td>
<td>N/A</td>
</tr>
</tbody>
</table>
### Competence qualifications available to this pathway (cont.)

#### C4 - Level 2 NVQ Diploma in Professional Cookery (Indian cuisine)

<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>C4a</td>
<td>500/9978/4</td>
<td>City and Guilds</td>
<td>58</td>
<td>474 - 507</td>
<td>N/A</td>
</tr>
<tr>
<td>C4b</td>
<td>500/9213/3</td>
<td>Education Development International plc</td>
<td>58</td>
<td>474 - 507</td>
<td>N/A</td>
</tr>
<tr>
<td>C4c</td>
<td>500/9958/9</td>
<td>Edexcel</td>
<td>58</td>
<td>474 - 507</td>
<td>N/A</td>
</tr>
</tbody>
</table>

#### C5 - Level 2 NVQ Diploma in Professional Cookery (Thai cuisine)

<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>C5a</td>
<td>500/9980/2</td>
<td>City and Guilds</td>
<td>58</td>
<td>457 - 497</td>
<td>N/A</td>
</tr>
<tr>
<td>C5b</td>
<td>500/9205/4</td>
<td>Education Development International plc</td>
<td>58</td>
<td>457 - 497</td>
<td>N/A</td>
</tr>
<tr>
<td>C5c</td>
<td>500/9957/7</td>
<td>Edexcel</td>
<td>58</td>
<td>457 - 497</td>
<td>N/A</td>
</tr>
</tbody>
</table>

#### C6 - Level 2 NVQ Diploma in Professional Cookery (Preparation and Cooking)

<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>C6a</td>
<td>500/9869/X</td>
<td>City &amp; Guilds</td>
<td>58</td>
<td>473-491</td>
<td>N/A</td>
</tr>
<tr>
<td>C6b</td>
<td>500/9360/5</td>
<td>Education Development International plc</td>
<td>58</td>
<td>473-491</td>
<td>N/A</td>
</tr>
<tr>
<td>C6c</td>
<td>500/9953/X</td>
<td>Edexcel</td>
<td>58</td>
<td>473-491</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>
<td>600/0832/5</td>
<td>City &amp; Guilds</td>
<td>26</td>
<td>148 - 218</td>
<td>N/A</td>
</tr>
<tr>
<td>K1b</td>
<td>600/0835/0</td>
<td>EDI</td>
<td>26</td>
<td>148 - 218</td>
<td>N/A</td>
</tr>
<tr>
<td>K1c</td>
<td>600/0833/7</td>
<td>Edexcel</td>
<td>26</td>
<td>148 - 218</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Knowledge qualifications available to this pathway (cont.)

### K2 - Level 2 Certificate in Hospitality and Catering Principles (Professional Cookery - Bangladeshi Cuisine)

<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>K2a</td>
<td>600/0855/6</td>
<td>City &amp; Guilds</td>
<td>26</td>
<td>152 - 218</td>
<td>N/A</td>
</tr>
<tr>
<td>K2b</td>
<td>600/0864/7</td>
<td>EDI</td>
<td>26</td>
<td>152 - 218</td>
<td>N/A</td>
</tr>
<tr>
<td>K2c</td>
<td>600/0877/5</td>
<td>Edexcel</td>
<td>26</td>
<td>152 - 218</td>
<td>N/A</td>
</tr>
</tbody>
</table>

### K3 - Level 2 Certificate in Hospitality and Catering Principles (Professional Cookery - Chinese Cuisine)

<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>K3a</td>
<td>600/0860/X</td>
<td>City &amp; Guilds</td>
<td>26</td>
<td>156 - 211</td>
<td>N/A</td>
</tr>
<tr>
<td>K3b</td>
<td>600/0867/2</td>
<td>EDI</td>
<td>26</td>
<td>156 - 211</td>
<td>N/A</td>
</tr>
<tr>
<td>K3c</td>
<td>600/0874/X</td>
<td>Edexcel</td>
<td>26</td>
<td>156 - 211</td>
<td>N/A</td>
</tr>
</tbody>
</table>

### K4 - Level 2 Certificate in Hospitality and Catering Principles (Professional Cookery - Indian Cuisine)

<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>K4a</td>
<td>600/0858/1</td>
<td>City &amp; Guilds</td>
<td>26</td>
<td>152 - 218</td>
<td>N/A</td>
</tr>
</tbody>
</table>
### Apprenticeship in Construction-Building

<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>K4b</td>
<td>600/0866/0</td>
<td>EDI</td>
<td>26</td>
<td>152 - 218</td>
<td>N/A</td>
</tr>
<tr>
<td>K4c</td>
<td>600/0875/1</td>
<td>Edexcel</td>
<td>26</td>
<td>152 - 218</td>
<td>N/A</td>
</tr>
</tbody>
</table>

### K5 - Level 2 Certificate in Hospitality and Catering Principles (Professional Cookery - Thai Cuisine)

<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>K5a</td>
<td>600/0856/8</td>
<td>City &amp; Guilds</td>
<td>26</td>
<td>150 - 219</td>
<td>N/A</td>
</tr>
<tr>
<td>K5b</td>
<td>600/0865/9</td>
<td>EDI</td>
<td>26</td>
<td>150 - 219</td>
<td>N/A</td>
</tr>
<tr>
<td>K5c</td>
<td>600/0876/3</td>
<td>Edexcel</td>
<td>26</td>
<td>150 - 219</td>
<td>N/A</td>
</tr>
</tbody>
</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>
<tr>
<td>K6a</td>
<td>600/0854/4</td>
<td>City &amp; Guilds</td>
<td>26</td>
<td>168-198</td>
<td>N/A</td>
</tr>
<tr>
<td>K6b</td>
<td>600/0859/3</td>
<td>EDI</td>
<td>26</td>
<td>168-198</td>
<td>N/A</td>
</tr>
<tr>
<td>K6c</td>
<td>600/0878/7</td>
<td>Edexcel</td>
<td>26</td>
<td>168-198</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Combined qualifications available to this pathway

N/A

Notes on competence and knowledge qualifications (if any)

K1 provides the underpinning knowledge and understanding for C1. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Principles of maintaining, handling and cleaning knives
- Food safety in catering

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Craft Chef (Fine Dining).

K2 provides the underpinning knowledge and understanding for C2. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Principles of maintaining, handling and cleaning knives
- Food safety in catering
- Principles of preparing and mixing spice and herb blends
- Principles of preparing and cooking food using a tandoor

There are further units that are required to be taken dependant upon the job role and
organisation the apprentice is in.

These qualifications link with the job role of Commis Chef or Kitchen Support Staff (Bangladeshi Cuisine).

K3 provides the underpinning knowledge and understanding for C3. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Principles of maintaining, handling and cleaning knives
- Food safety in catering
- Principles of processing dried ingredients prior to cooking
- Principles of preparing cooking and finishing dim sum
- Principles of preparing cooking and finishing noodle dishes

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Wok Chef or Deep Fry Chef (Chinese Cuisine).

K4 provides the underpinning knowledge and understanding for C4. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Principles of maintaining, handling and cleaning knives
- Food safety in catering
- Principles of preparing and mixing spice and herb blends
- Principles of preparing and cooking food using a tandoor
There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Chef/Cook or Kitchen Assistant (Indian Cuisine).

K5 provides the underpinning knowledge and understanding for C5. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Principles of maintaining, handling and cleaning knives
- Food safety in catering
- Principles of preparing and mixing spice and herb blends

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Stir Fry Specialist, Assistant Chef/Cook, Kitchen Assistant (Thai Cuisine).

K6 provides the underpinning knowledge and understanding for C6. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Principles of maintaining, handling and cleaning knives
- Food safety in catering
There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Kitchen Assistant, Craft Chef or Team Member (Casual Dining or restaurants, hotels and gastro pubs).
Transferable skills (England)

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

<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 (with enhanced functional content)</td>
<td>E</td>
<td>5</td>
</tr>
<tr>
<td>Key Skills qualification in Literacy 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*</td>
<td>E</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in English*</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>
</tr>
<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.
<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>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 the non food pathway in the Hospitality Services level 2 route and at level 3 for the Hospitality Supervision and Leadership route only. 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.

ICT is not directly relevant to effective performance to the food pathways due to the nature of the jobs and the fact that they may not use computer systems in their role.
Progression routes into and from this pathway

Progression into this pathway

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.uksp.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

Progression from this pathway

Advanced Level Apprenticeships:

- Advanced Level Apprenticeship in Hospitality and Catering - Professional Cookery pathway
- Advanced Level Apprenticeship in Hospitality and Catering - Professional Cookery (Patisserie and Confectionery) pathway
- Advanced Level Apprenticeship in Hospitality and Catering - Hospitality Supervision and Leadership pathway
Jobs:

- Chef De Partie, Sous Chef or Team Supervisor. Eventual progression could be to Head Chef, Food and Beverage Manager or Regional Manager within a large employer.
- Bangladeshi cuisine Progression could be to Second Chef, Tandoori Chef and ultimately to Head Chef/Executive Chef. There may be potential to progress to roles such as Chef De Partie, Sous Chef or Team Supervisor outside of this sub-sector.
- Chinese Cuisine - Head Chef/Executive Chef. There may be potential to progress to roles such as Chef De Partie, Sous Chef or Team Supervisor outside of this sub-sector.
- Indian cuisine - Sous Chef and ultimately to Head Chef/Executive Chef. There may be potential to progress to roles such as Chef De Partie, Sous Chef or Team Supervisor outside of this sub-sector.
- Thai cuisine - Progression could be to Assistant Chef/Cook (depending on the size of the organisation) and ultimately to Head Chef. There may be potential to progress to roles such as Chef De Partie, Sous Chef or Team Supervisor outside of this sub-sector.

Further Education:

Other qualifications such as:

- Level 2 Diploma in Professional Cookery
- Level 2 Certificate/Level 3 Diploma in Professional Patisserie and Confectionary

For more information about careers and qualifications in the Hospitality, Leisure, Travel and Tourism Sectors visit: www.uksp.co.uk
Delivery and assessment of employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

The ERR unit (T/601/7214 - Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector) is included in the competence based qualification for all pathways and is a mandatory part of this framework. This unit is included in the following qualifications that are relevant to this pathway:

- L2 NVQ Diploma in Professional Cookery (Preparation and Cooking) (QCF) / City & Guilds 500/9869/X
- L2 NVQ Diploma in Professional Cookery (Preparation and Cooking) (QCF) / Education Development International plc 500/9360/5
- L2 NVQ Diploma in Professional Cookery (Preparation and Cooking) (QCF) / Edexcel 500/9953/X
- L2 NVQ Diploma in Professional Cookery (Bangladeshi cuisine) (QCF) / City & Guilds 500/9870/6
- L2 NVQ Diploma in Professional Cookery (Bangladeshi cuisine) (QCF) / Education Development International plc 500/9361/7
- L2 NVQ Diploma in Professional Cookery (Bangladeshi cuisine) (QCF) / Edexcel 500/9952/8
- L2 NVQ Diploma in Professional Cookery (Chinese cuisine) (QCF) / City & Guilds 500/9977/2
- L2 NVQ Diploma in Professional Cookery (Chinese cuisine) (QCF) / Education Development International plc 500/9206/6
- L2 NVQ Diploma in Professional Cookery (Chinese cuisine) (QCF) / Edexcel 500/9955/3
- L2 NVQ Diploma in Professional Cookery (Indian cuisine) (QCF) / City & Guilds 500/9978/4
- L2 NVQ Diploma in Professional Cookery (Indian cuisine) (QCF) / Education Development International plc 500/9213/3
- L2 NVQ Diploma in Professional Cookery (Indian cuisine) (QCF) / Edexcel 500/9958/9
- L2 NVQ Diploma in Professional Cookery (Thai cuisine) (QCF) / City & Guilds 500/9980/2
- L2 NVQ Diploma in Professional Cookery (Thai cuisine) (QCF) / Education Development International plc 500/9205/4
- L2 NVQ Diploma in Professional Cookery (Thai cuisine) (QCF) / Edexcel 500/9957/7
- L2 NVQ Diploma in Professional Cookery (QCF) / City & Guilds 500/9979/6
- L2 NVQ Diploma in Professional Cookery (QCF) / Education Development International plc...
The apprentices 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.

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

The ERR element within this apprenticeship framework covers the nine requirements set out in the Specification of Apprenticeship Standards for England (SASE). Completion of this unit ensures that the apprentice:

1. knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law and that employment rights can be affected by other legislation as well. This should cover the apprentice’s rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and Health & Safety, together with the responsibilities and duties of employers;
2. knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice’s learning programme;
3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
4. understands the role played by their occupation within their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understand their relevance to their industry and organisation, and their main roles and responsibilities;
7. knows where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation’s principles and codes of practice;
9. recognises and can form a view on issues of public concern that affect their organisation and industry.

Evidence of ERR

As the ERR unit is contained within the competence-based qualification for all pathways, the evidence for this will be the certificate for this qualification with the ERR unit listed on the certificate as having been completed. This certificate must be submitted to People 1st upon completion of the framework.
Level 2, Pathway 5: Housekeeping

Description of this pathway

Hospitality and Catering (Housekeeping)

Total credit value for this pathway - 60 credits

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

None other than general entry requirements
<table>
<thead>
<tr>
<th>Job title(s)</th>
<th>Job role(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housekeeper, Room Attendant (housekeeping), Chamber Maid</td>
<td>Cleaning and making up rooms, checking equipment, collecting linen and laundry, setting up meeting/conference rooms, dealing with customer complaints.</td>
</tr>
</tbody>
</table>
Qualifications

Competence qualifications available to this pathway

C1 - Level 2 NVQ Diploma in Housekeeping

<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>
</tr>
<tr>
<td>C1c</td>
<td>500/9904/8</td>
<td>Edexcel</td>
<td>37</td>
<td>281 - 296</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Knowledge qualifications available to this pathway

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

<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>600/0849/0</td>
<td>City &amp; Guilds</td>
<td>13</td>
<td>97 - 114</td>
<td>N/A</td>
</tr>
<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>
<td>600/0850/7</td>
<td>Edexcel</td>
<td>13</td>
<td>97 - 114</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Combined qualifications available to this pathway

N/A

Notes on competence and knowledge qualifications (if any)

K1 provides the underpinning knowledge and understanding for C1. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Cleaning and servicing of hospitality areas

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Housekeeper, Room Attendant (housekeeping), or Chamber Maid.
Transferable skills (England)

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

<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 (with enhanced functional content)</td>
<td>E</td>
<td>5</td>
</tr>
<tr>
<td>Key Skills qualification in Literacy 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*</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>
</tr>
<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>Mathematics</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 the non food pathway in the Hospitality Services level 2 route and at level 3 for the Hospitality Supervision and Leadership route only. 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.

ICT is not directly relevant to effective performance to the food pathways due to the nature of the jobs and the fact that they may not use computer systems in their role.
Progression routes into and from this pathway

Progression into this pathway

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.uksp.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

Progression from this pathway

Advanced Level Apprenticeship:

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

Jobs:
Floor Manager, Assistant Head/Floor Housekeeper and eventually to Head Housekeeper, and other supervisory roles. There is also scope to move to contract cleaning.

**Further Education:**

Other qualifications such as:

- Level 2 Certificate in Front Office Operations
- Level 2 or 3 Diploma in Hospitality

For more information about careers and qualifications in the Hospitality, Leisure, Travel and Tourism Sectors visit: [www.uksp.co.uk](http://www.uksp.co.uk)
Delivery and assessment of employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

The ERR unit (T/601/7214 - Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector) is included in the competence based qualification for all pathways and is a mandatory part of this framework. This unit is included in the following qualifications that are relevant to this pathway:

- L2 NVQ Diploma in Housekeeping (QCF) / City & Guilds 500/9488/9
- L2 NVQ Diploma in Housekeeping (QCF) / Education Development International plc 500/9711/8
- L2 NVQ Diploma in Housekeeping (QCF) / Edexcel 500/9904/8

The apprentices 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.

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

The ERR element within this apprenticeship framework covers the nine requirements set out in the Specification of Apprenticeship Standards for England (SASE). Completion of this unit ensures that the apprentice:

1. knows and understands the range of employer and employee statutory rights and
responsibilities under Employment Law and that employment rights can be affected by other legislation as well. This should cover the apprentice’s rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and Health & Safety, together with the responsibilities and duties of employers;

2. knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice’s learning programme;

3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;

4. understands the role played by their occupation within their organisation and industry;

5. has an informed view of the types of career pathways that are open to them;

6. knows the types of representative bodies and understand their relevance to their industry and organisation, and their main roles and responsibilities;

7. knows where and how to get information and advice on their industry, occupation, training and career;

8. can describe and work within their organisation’s principles and codes of practice;

9. recognises and can form a view on issues of public concern that affect their organisation and industry.

Evidence of ERR

As the ERR unit is contained within the competence-based qualification for all pathways, the evidence for this will be the certificate for this qualification with the ERR unit listed on the certificate as having been completed. This certificate must be submitted to People 1st upon completion of the framework.
Level 2, Pathway 6: Front of House Reception

Description of this pathway

Hospitality and Catering (Front of House Reception)

Total credit value for this pathway - 61 credits

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

None other than 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</td>
</tr>
<tr>
<td></td>
<td>reservations, use office equipment and systems, prepare guest bills, and</td>
</tr>
<tr>
<td></td>
<td>ensure that information goes to the housekeeping, restaurant, maintenance,</td>
</tr>
<tr>
<td></td>
<td>and management departments.</td>
</tr>
</tbody>
</table>
## Qualifications

### Competence qualifications available to this pathway

**C1 - Level 2 NVQ Diploma in Front of House Reception**

<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>
<td>N/A</td>
</tr>
<tr>
<td>C1b</td>
<td>500/9210/8</td>
<td>Education Development International plc</td>
<td>37</td>
<td>256 - 324</td>
<td>N/A</td>
</tr>
<tr>
<td>C1c</td>
<td>500/9905/X</td>
<td>Edexcel</td>
<td>37</td>
<td>256 - 324</td>
<td>N/A</td>
</tr>
</tbody>
</table>

### Knowledge qualifications available to this pathway

**K1 - Level 2 Certificate in Hospitality and Catering Principles (Front of House Reception)**

<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>600/0839/8</td>
<td>City &amp; Guilds</td>
<td>14</td>
<td>100 - 107</td>
<td>N/A</td>
</tr>
<tr>
<td>K1b</td>
<td>600/0844/1</td>
<td>EDI</td>
<td>14</td>
<td>100 - 107</td>
<td>N/A</td>
</tr>
<tr>
<td>K1c</td>
<td>600/0842/8</td>
<td>Edexcel</td>
<td>14</td>
<td>100 - 107</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Combined qualifications available to this pathway

N/A

Notes on competence and knowledge qualifications (if any)

K1 provides the underpinning knowledge and understanding for C1. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Giving customers a positive impression
- Principles of customer service in hospitality, leisure, travel and tourism

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Receptionist.
Transferable skills (England)

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

<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 (with enhanced functional content)</td>
<td>E</td>
<td>5</td>
</tr>
<tr>
<td>Key Skills qualification in Literacy 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*</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>
</tr>
<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.
<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>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 the non food pathway in the Hospitality Services level 2 route and at level 3 for the Hospitality Supervision and Leadership route only. 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.

ICT is not directly relevant to effective performance to the food pathways due to the nature of the jobs and the fact that they may not use computer systems in their role.
Progression routes into and from this pathway

Progression into this pathway

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.uksp.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

Progression from this pathway

Advanced Level Apprenticeships:

- Advanced Level Apprenticeship in Hospitality and Catering - Hospitality Supervision and Leadership pathway
- Advanced Level Apprenticeship in Business and Administration (subject to entry requirements for that apprenticeship programme)
Jobs:

- Head Receptionist and eventually to Front Office Manager, Duty Manager, Front of House Supervisor General Management

Further Education:

Other qualifications such as the Level 3 Diploma in Hospitality.

For more information about careers and qualifications in the Hospitality, Leisure, Travel and Tourism Sectors visit: [www.uksp.co.uk](http://www.uksp.co.uk)
Delivery and assessment of employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

The ERR unit (T/601/7214 - Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector) is included in the competence based qualification for all pathways and is a mandatory part of this framework. This unit is included in the following qualifications that are relevant to this pathway:

- L2 NVQ Diploma in Front of House Reception (QCF) / City & Guilds 500/9490/7
- L2 NVQ Diploma in Front of House Reception (QCF) / Education Development International plc 500/9210/8
- L2 NVQ Diploma in Front of House Reception (QCF) / Edexcel 500/9905/X

The apprentices 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.

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

The ERR element within this apprenticeship framework covers the nine requirements set out in the Specification of Apprenticeship Standards for England (SASE). Completion of this unit ensures that the apprentice:

1. knows and understands the range of employer and employee statutory rights and
responsibilities under Employment Law and that employment rights can be affected by other legislation as well. This should cover the apprentice’s rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and Health & Safety, together with the responsibilities and duties of employers;
2. knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice’s learning programme;
3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
4. understands the role played by their occupation within their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understand their relevance to their industry and organisation, and their main roles and responsibilities;
7. knows where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation’s principles and codes of practice;
9. recognises and can form a view on issues of public concern that affect their organisation and industry.

Evidence of ERR

As the ERR unit is contained within the competence-based qualification for all pathways, the evidence for this will be the certificate for this qualification with the ERR unit listed on the certificate as having been completed. This certificate must be submitted to People 1st upon completion of the framework.
Level 3

Title for this framework at level 3

Advanced Level Apprenticeship in Hospitality and Catering

Pathways for this framework at level 3

- Pathway 1: Professional Cookery
- Pathway 2: Patisserie and Confectionery
- Pathway 3: Hospitality Supervision and Leadership
Level 3, Pathway 1: Professional Cookery

Description of this pathway

Hospitality and Catering (Professional Cookery)

Total credit value for this pathway - 92 credits

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

• at least nine months experience of working in the hospitality and catering industry

• OR completion of a level 2 Apprenticeship in Hospitality and Catering - Food Production and Cooking or Professional Cookery pathways
<table>
<thead>
<tr>
<th>Job title(s)</th>
<th>Job role(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sous Chef or Senior Chef/Cook (Fine Dining)</td>
<td>Assist in managing the operation of the fine dining kitchen, liaising with the Head Chef around menu development, prepare, cook and finish food, monitor quality, stock management to minimise wastage, prepare staff rotas, monitor staff performance and ensure that staff work effectively together.</td>
</tr>
<tr>
<td>Sous Chef or Senior Chef/Cook (Restaurants, hotels and gastro pubs)</td>
<td>Assist in managing the operation of the kitchen, liaising with the Head Chef around menu development, prepare, cook and finish food, monitor quality, stock management to minimise wastage, prepare staff rotas, monitor staff performance and ensure that staff work effectively together.</td>
</tr>
</tbody>
</table>
Qualifications

Competence qualifications available to this pathway

<table>
<thead>
<tr>
<th>C1 - Level 3 NVQ Diploma in Professional Cookery</th>
<th>Credit value</th>
<th>Guided learning hours</th>
<th>UCAS points value</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1a 500/9439/7 City and Guilds</td>
<td>56</td>
<td>360 - 437</td>
<td>N/A</td>
</tr>
<tr>
<td>C1b 500/9237/6 Education Development International plc</td>
<td>56</td>
<td>360 - 437</td>
<td></td>
</tr>
<tr>
<td>C1c 500/9321/6 Edexcel</td>
<td>56</td>
<td>360 - 437</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>C2 - Level 3 NVQ Diploma in Professional Cookery (Preparation and Cooking)</th>
<th>Credit value</th>
<th>Guided learning hours</th>
<th>UCAS points value</th>
</tr>
</thead>
<tbody>
<tr>
<td>C2a 500/9520/1 City and Guilds</td>
<td>56</td>
<td>423 - 428</td>
<td>N/A</td>
</tr>
<tr>
<td>C2b 500/9218/2 Education Development International plc</td>
<td>56</td>
<td>423 - 428</td>
<td></td>
</tr>
<tr>
<td>C2c 500/9322/8 Edexcel</td>
<td>56</td>
<td>423 - 428</td>
<td></td>
</tr>
</tbody>
</table>
Knowledge qualifications available to this pathway (cont.)

Knowledge qualifications available to this pathway

<p>| K1 - Level 3 Certificate in Hospitality and Catering Principles (Professional Cookery) |
|---------------------------------|---------------------------------|----------------|----------------|----------------|</p>
<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>600/0862/3</td>
<td>City &amp; Guilds</td>
<td>26</td>
<td>186 - 230</td>
<td>N/A</td>
</tr>
<tr>
<td>K1b</td>
<td>600/0868/4</td>
<td>EDI</td>
<td>26</td>
<td>186 - 230</td>
<td>N/A</td>
</tr>
<tr>
<td>K1c</td>
<td>600/0872/6</td>
<td>Edexcel</td>
<td>26</td>
<td>186 - 230</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Combined qualifications available to this pathway

N/A

Notes on competence and knowledge qualifications (if any)

K1 provides the underpinning knowledge and understanding for C1 and C2.

The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Development of working relationships in Hospitality
- Health, safety and security in the hospitality working environment
- Food safety in catering

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Sous Chef or Senior Chef/Cook in Fine Dining, Restaurants, Hotels and Gastro Pubs).
Transferable skills (England)

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

<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 (with enhanced functional content)</td>
<td>C</td>
<td>5</td>
</tr>
<tr>
<td>Key Skills qualification in Literacy 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*</td>
<td>E</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in English*</td>
<td>E</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>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>
</tr>
<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</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>September 2013 as part of the Apprenticeship, or...*</td>
<td></td>
<td></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 the non food pathway in the Hospitality Services level 2 route and at level 3 for the Hospitality Supervision and Leadership route only. 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.

ICT is not directly relevant to effective performance to the food pathways due to the nature of the jobs and the fact that they may not use computer systems in their role.
Progression routes into and from this pathway

Progression into this pathway

This will be from a variety of routes, including:

- At least nine months experience of working in a food production or professional cookery role
- Intermediate Level Apprenticeship in Food Production and Cooking or Professional Cookery pathways

In addition, although not limited to the list below, apprentices may have already completed such things as:

- (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
- vocational qualification(s) related to cooking

Progression from this pathway

Jobs:

- Head Chef/Cook, General Management
- Similar roles in institutional catering, such as hospitals, schools and the MoD.

Further and Higher Education:
• Foundation Degree in Culinary Arts, or in Hospitality Management (Details of other Foundation Degrees can be found at the Foundation Degree Forward website (www.fdf.ac.uk).

For more information about careers and qualifications in the Hospitality, Leisure, Travel and Tourism Sectors visit: www.uksp.co.uk

UCAS points for this pathway: N/A
Delivery and assessment of employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

The ERR unit (T/601/7214 - Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector) is included in the competence based qualification for all pathways and is a mandatory part of this framework. This unit is included in the following qualifications that are relevant to this pathway:

- L3 NVQ Professional Cookery (Preparation and Cooking) (QCF) City & Guilds 500/9520/1
- L3 NVQ Professional Cookery (Preparation and Cooking) (QCF) / Education Development International plc 500/9218/2
- L3 NVQ Professional Cookery (Preparation and Cooking) (QCF) / Edexcel 500/9322/8
- L3 NVQ Professional Cookery (Professional Cookery) (QCF) / City & Guilds 500/9439/7
- L3 NVQ Professional Cookery (Professional Cookery) (QCF) / Education Development International plc 500/9237/6
- L3 NVQ Professional Cookery (Professional Cookery) (QCF) / Edexcel 500/9321/6

The apprentices 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.

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

The ERR element within this apprenticeship framework covers the nine requirements set out in the Specification of Apprenticeship Standards for England (SASE). Completion of this unit
ensures that the apprentice:

1. knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law and that employment rights can be affected by other legislation as well. This should cover the apprentice’s rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and Health & Safety, together with the responsibilities and duties of employers;
2. knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice’s learning programme;
3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
4. understands the role played by their occupation within their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understand their relevance to their industry and organisation, and their main roles and responsibilities;
7. knows where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation's principles and codes of practice;
9. recognises and can form a view on issues of public concern that affect their organisation and industry.

Evidence of ERR

As the ERR unit is contained within the competence-based qualification for all pathways, the evidence for this will be the certificate for this qualification with the ERR unit listed on the certificate as having been completed. This certificate must be submitted to People 1st upon completion of the framework.
Level 3, Pathway 2: Patisserie and Confectionery

Description of this pathway

Hospitality and Catering (Patisserie and Confectionery)

Total credit value for this pathway - 87 credits

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

- at least nine months experience of working in the hospitality and catering industry;

- OR completion of a level 2 Apprenticeship in Hospitality and Catering - Food Production and Cooking or Professional Cookery pathways
<table>
<thead>
<tr>
<th>Job title(s)</th>
<th>Job role(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pastry Chef</td>
<td>Prepare, cook and finish desserts and confectionery dishes, monitoring the production of food, ensuring consistent quality and portion control, stock control, stock order and rotation to minimise wastage</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>500/9438/5</td>
<td>City and Guilds</td>
<td>46</td>
<td>354</td>
<td>N/A</td>
</tr>
<tr>
<td>C1b</td>
<td>500/9217/0</td>
<td>Education Development International plc</td>
<td>46</td>
<td>354</td>
<td>N/A</td>
</tr>
<tr>
<td>C1c</td>
<td>500/9323/X</td>
<td>Edexcel</td>
<td>46</td>
<td>354</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>
<td>500/9893/7</td>
<td>ABC</td>
<td>31</td>
<td>269</td>
<td>N/A</td>
</tr>
<tr>
<td>K1b</td>
<td>501/0072/5</td>
<td>City and Guilds</td>
<td>31</td>
<td>269</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Combined qualifications available to this pathway

N/A

Notes on competence and knowledge qualifications (if any)

K1 provides the underpinning knowledge and understanding for C1. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Produce hot, cold and frozen desserts
- Produce fermented dough and batter products
- Produce biscuits, cakes and sponges
- Produce paste products
- Produce petits fours
- Produce display pieces and decorative items

These qualifications link with the job role of Pastry Chef.
Transferable skills (England)

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

<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 (with enhanced functional content)</td>
<td>C</td>
<td>5</td>
</tr>
<tr>
<td>Key Skills qualification in Literacy 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*</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>
</tr>
<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 the non food pathway in the Hospitality Services level 2 route and at level 3 for the Hospitality Supervision and Leadership route only. 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.

ICT is not directly relevant to effective performance to the food pathways due to the nature of the jobs and the fact that they may not use computer systems in their role.
Progression routes into and from this pathway

Progression into this pathway

This will be from a range of routes, including:

- At least nine months experience of working in a food production or professional cookery role e.g as a Junior Chef/Commis Chef
- Intermediate Level Apprenticeship in Food Production and Cooking or Professional Cookery pathways

In addition, although not limited to the list below, apprentices may have already completed such things as:

- (14 – 19) Diploma in Hospitality
- a range of vocational qualification(s) including Customer Service, Hospitality and Catering or Travel and Tourism
- vocational qualification(s) related to cooking
- academic qualifications such as GCSEs

Progression from this pathway

Jobs:

- Sous Chef and ultimately to Head Chef.

Further and Higher Education:
• Foundation Degree in Culinary Arts, or in Hospitality Management (Details of other Foundation Degrees can be found at the Foundation Degree Forward website (www.fdf.ac.uk).

For more information about careers and qualifications in the Hospitality, Leisure, Travel and Tourism Sectors visit: www.uksp.co.uk

UCAS points for this pathway: N/A
Delivery and assessment of employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

The ERR unit (T/601/7214 - Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector) is included in the competence based qualification for all pathways and is a mandatory part of this framework. This unit is included in the following qualifications that are relevant to this pathway:

- L3 NVQ Professional Cookery (Patisserie and Confectionery) (QCF) / City & Guilds 500/9438/5
- L3 NVQ Professional Cookery (Patisserie and Confectionery) (QCF) / Education Development International plc 500/9217/0
- L3 NVQ Professional Cookery (Patisserie and Confectionery) (QCF) / Edexcel 500/9323/X

The apprentices 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.

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

The ERR element within this apprenticeship framework covers the nine requirements set out in the Specification of Apprenticeship Standards for England (SASE). Completion of this unit ensures that the apprentice:
1. knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law and that employment rights can be affected by other legislation as well. This should cover the apprentice’s rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and Health & Safety, together with the responsibilities and duties of employers;
2. knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice’s learning programme;
3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
4. understands the role played by their occupation within their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understand their relevance to their industry and organisation, and their main roles and responsibilities;
7. knows where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation’s principles and codes of practice;
9. recognises and can form a view on issues of public concern that affect their organisation and industry.

Evidence of ERR

As the ERR unit is contained within the competence-based qualification for all pathways, the evidence for this will be the certificate for this qualification with the ERR unit listed on the certificate as having been completed. This certificate must be submitted to People 1st upon completion of the framework.
Level 3, Pathway 3: Hospitality Supervision and Leadership

Description of this pathway

Hospitality and Catering (Hospitality Supervision and Leadership)

Total credit value for this pathway - 58 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 and Catering
<table>
<thead>
<tr>
<th>Job title(s)</th>
<th>Job role(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit Manager - Contract Catering</td>
<td>Manage food production/delivery and process, managing catering staff, planning and coordinating meal services, manage the catering service budget, make decisions on work allocation and re-allocation, roster, menu changes and supply issues, produce/monitor food safety/related policies</td>
</tr>
<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>
</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>
<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>
</tbody>
</table>
Combined qualifications available to this pathway

N/A

Notes on competence and knowledge qualifications (if any)

K1 provides the underpinning knowledge and understanding for C1. The knowledge qualification supports key areas of knowledge development needed for 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

These qualifications link with the job role of 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.
Transferable skills (England)

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

<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 (with enhanced functional content)</td>
<td>C</td>
<td>5</td>
</tr>
<tr>
<td>Key Skills qualification in Literacy 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*</td>
<td>E</td>
<td>N/A</td>
</tr>
<tr>
<td>A’ Level or AS Level qualification in English*</td>
<td>E</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>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>
</tr>
<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.
<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 to the non food pathway in the Hospitality Services level 2 route and at level 3 for the Hospitality Supervision and Leadership route only. 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.

ICT is not directly relevant to effective performance to the food pathways due to the nature of the jobs and the fact that they may not use computer systems in their role.
Progression routes into and from this pathway

Progression into this pathway

This will be from a range of routes, including:

- at least nine months experience of working in the hospitality and catering industry in a hospitality services, front of house or housekeeping role
- Level 2 Apprenticeship in Hospitality and Catering – Hospitality Services, Housekeeping or Front of House Reception pathways

In addition, although not limited to the list below, apprentices may have already completed such things as:

- Level 2 Apprenticeship in Team Leading, Travel Services or Business and Administration
- (14 – 19) Diploma in Hospitality
- a range of vocational qualification(s) including Business and Administration, Customer Service, Hospitality and Catering or Travel and Tourism
- academic qualifications such as GCSEs

Progression from this pathway

Jobs:

- Assistant General Manager or Regional Manager
- Owner
Further and Higher Education

- Foundation Degree in Hospitality Management (Details of other Foundation Degrees can be found at the Foundation Degree Forward website (www.fdf.ac.uk).
- HE programmes for example, in International Tourism and Hospitality Management, Hospitality Management or International Hotel Management
- Level 4/5 management NVQs or NVQs with significant management content

For more information about careers and qualifications in the Hospitality, Leisure, Travel and Tourism Sectors visit: www.uksp.co.uk

UCAS points for this pathway: N/A
Delivery and assessment of employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

The ERR unit (T/601/7214 - Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector) is included in the competence based qualification for all pathways and is a mandatory part of this framework. This unit is included in the following qualifications that are relevant to this pathway:

- L3 Diploma in Hospitality Supervision and Leadership (NVQ) (QCF) / City &Guilds tbc
- L3 Diploma in Hospitality Supervision and Leadership Skills (NVQ) (QCF) / Education Development International plc tbc
- L3 Diploma in Hospitality Supervision and Leadership Skills (NVQ) (QCF) / Edexcel tbc

The apprentices 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.

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

The ERR element within this apprenticeship framework covers the nine requirements set out in the Specification of Apprenticeship Standards for England (SASE). Completion of this unit ensures that the apprentice:
1. knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law and that employment rights can be affected by other legislation as well. This should cover the apprentice’s rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and Health & Safety, together with the responsibilities and duties of employers;
2. knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice’s learning programme;
3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
4. understands the role played by their occupation within their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understand their relevance to their industry and organisation, and their main roles and responsibilities;
7. knows where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation’s principles and codes of practice;
9. recognises and can form a view on issues of public concern that affect their organisation and industry.

Evidence of ERR

As the ERR unit is contained within the competence-based qualification for all pathways, the evidence for this will be the certificate for this qualification with the ERR unit listed on the certificate as having been completed. This certificate must be submitted to People 1st upon completion of the framework.
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. The classic case is dinner ladies who often remain in that occupation for a long time. 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
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. There may be a perception that we can only eat food that has been cooked and served by someone from that ethnic background.

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

Of those Apprentices starting the framework at levels 2 and 3 between August 2008 and January 2009, male/female Apprentices were a 50/50 balance with 8.3% reported as having a learning difficulty or disability. Ninety three percent are White with the remainder being fairly evenly split between Black, Asian and Chinese/Mixed origin.

Actions to redress imbalances in the workforce

Our Apprenticeship Strategy includes raising awareness of the Hospitality and Catering 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.uksp.co.uk (the People 1st on-line site containing information on jobs, careers and training in the sector) - the intention is that it will allow People 1st to track progress throughout the programme which may result in intervention to ensure the provider, employer or apprentice is given access to support
• identifying employer champions [including Charles Prew, Chief Executive of Barceló Hotels]
• 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.people1st.co.uk/business-and-training-support/women-1st)
• 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)

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 and mentoring has been included to offer additional support to increase the chances of apprentices achieving the framework and staying with the employer. Four new pathways have been introduced aimed at chefs, cooks and kitchen and catering assistants working in Bangladeshi, Chinese, Indian and Thai cuisines to provide the skills and knowledge that are specific to those sectors.

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 internal vocational policy team and the chain employer group and take steps to address any barriers to take up and achievement as part of our Sector Qualifications Strategy.

On and off the job guided learning (England)

Total GLH for each pathway

TOTAL ON AND OFF THE JOB GLH

LEVEL 2 - Total GLH for 12 Month Programme

• Pathway 1: Hospitality Services: 461 GLH
• Pathway 2: Food and Beverage Services: 447 GLH
• Pathway 3: Food Production and Cooking: 497 GLH
• Pathway 5: Housekeeping: 468 GLH
• Pathway 6: Front of House Reception: 414 GLH

Total GLH for 18 Month Programme

• Pathway 4: Professional Cookery: 692 GLH

LEVEL 3 - Total GLH for 18 month Programme

• Pathway 1: Professional Cookery: 636 GLH
• Pathway 2: Patisserie and Confectionery: 713 GLH

Total GLH for 12 month programme
• Pathway 3: Hospitality Supervision and Leadership: 374 GLH

A minimum of 280 GLH must be completed in the first year if the apprenticeship is an 18 month programme. A minimum of 140 GLH must take place after the first 12 months. As a guide only, these pathways could be split annually as follows:

- Level 2 Pathway 4: Professional Cookery: 461 GLH in the first 12 months and 231 GLH in the final six months
- Level 3 Pathway 1: Professional Cookery: 424 GLH in the first 12 months and 212 GLH in the final six months
- Level 3 Pathway 2: Patisserie and Confectionery: 475 GLH in the first 12 months and 238 GLH in the final six months

Minimum off-the-job guided learning hours

OFF THE JOB GLH

LEVEL 2 for the 12 month programme

• Pathway 1: Hospitality Services: 195 GLH
• Pathway 2: Food and Beverage Services: 181 GLH
• Pathway 3: Food Production and Cooking: 188 GLH
• Pathway 5: Housekeeping: 187 GLH
• Pathway 6: Front of House Reception: 190 GLH

LEVEL 2 for the 18 month programme

• Pathway 4: Professional Cookery: 238 GLH

LEVEL 3 for the 12 month Programme

• Pathway 3: Hospitality Supervision and Leadership: 168 GLH
LEVEL 3 for the 18 month Programme

- Pathway 1: Professional Cookery: 276 GLH
- Pathway 2: Patisserie and Confectionery: 359 GLH

Where the programme is 18 months in length, a minimum of 100GLH must take place in the first 12 months. This is 36% of the minimum 280GLH that is required to take place in the first 12 months. This meets the requirement of a minimum of 30% or 100 GLH off the job GLH per year. As a guide only, these pathways could be split annually as follows:

- Level 2 Pathway 4: Professional Cookery: 158 GLH in the first 12 months and 80 GLH in the final six months
- Level 3 Pathway 1: Professional Cookery: 184 GLH in the first 12 months and 92 GLH in the final six months
- Level 3 Pathway 2: Patisserie and Confectionery: 239 GLH in the first 12 months and 120 GLH in the final six months

How this requirement will be met

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;
- 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;
- be delivered during contracted working hours;
- 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
- mentoring 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.

**Level 2: How this requirement will be met:**

- Pathway 1: Hospitality Services: 105 GLH for the knowledge qualification and 90 for the two Functional/Key Skills
- Pathway 2: Food and Beverage Services: 91 GLH for the knowledge qualification and 90 for the two Functional/Key Skills
- Pathway 3: Food Production and Cooking: 98 GLH for the knowledge qualification and 90 for the two Functional/Key Skills
- Pathway 4: Professional Cookery: 148 GLH for the knowledge qualification and 90 for the two Functional/Key Skills
- Pathway 5: Housekeeping: 97 GLH for the knowledge qualification and 90 for the two Functional/Key Skills
- Pathway 6: Front of House Reception: 100 GLH for the knowledge qualification and 90 for the two Functional/Key Skills

**Level 3 How this requirement will be met:**

- Pathway 1: Professional Cookery: 186 GLH for the knowledge qualification and 90 for the two Functional/Key Skills
- Pathway 2: Patisserie and Confectionery: 269 GLH for the knowledge qualification and 90 for the two Functional/Key Skills
- Pathway 3: Hospitality Supervision and Leadership: 78 GLH for the knowledge qualification and 90 for the two Functional/Key Skills

**Evidence of off the job GLH at Level 2 (for all pathways):**

- Level 2 knowledge certificate for the relevant pathway
- Level 1 Functional skills Certificates for Maths, English or Level 1 Key Skills Certificates for Communication, Application of Number (or one of the alternative transferable skills qualifications as listed under the 'Entry conditions for the framework' section)

**Evidence of off the job GLH at Level 3 (for all pathways):**
- Level 3 knowledge certificate for the relevant pathway
- Level 2 Functional skills Certificates for Maths, English or Level 1 Key Skills Certificates for Communication, Application of Number (or one of the alternative transferable skills qualifications as listed under the 'Entry conditions for the framework' section)

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

**LEVEL 2 ON THE JOB GLH for the 12 Month Programme**

- Pathway 1: Hospitality Services: 266 GLH
- Pathway 2: Food and Beverage Services: 266 GLH
- Pathway 3: Food Production and Cooking: 309 GLH
- Pathway 5: Housekeeping: 281 GLH
- Pathway 6: Front of House Reception: 224 GLH

**LEVEL 2 ON THE JOB GLH for the 18 Month Programme**

- Pathway 4: Professional Cookery: 454 GLH

**LEVEL 3 - ON THE JOB GLH for the 12 month Programme**

- Pathway 3: Hospitality Supervision and Leadership: 206 GLH

**LEVEL 3 - ON THE JOB GLH for the 18 month Programme**

- Pathway 1: Professional Cookery: 360 GLH
- Pathway 2: Patisserie and Confectionery: 354 GLH

As a guide only, the 18 months programmes could be split annually as follows:

Level 2 Pathway 4: Professional Cookery: 303 GLH in the first 12 months and 151 GLH in the final six months
Level 3 Pathway 1: Professional Cookery: 240 GLH in the first 12 months and 120 GLH in the
final six months
Level 3 Pathway 2: Patisserie and Confectionery: 236 GLH in the first 12 months and 118 GLH in the final six months

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;
- 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;
- be delivered during contracted working hours;
- 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
- coaching and mentoring record, log or diary - not required at certification
- PLTS learning and recording using a log book or diary – not required at certification.

Evidence for on-the-job GLH:

LEVEL 2 INTERMEDIATE LEVEL APPRENTICESHIP - all pathways

- Certificate for the Level 2 competence qualification for the relevant pathway, which embeds ERR and shows this as having been completed
LEVEL 3 ADVANCED LEVEL APPRENTICESHIP - all pathways

• Certificate for the Level 3 competence qualification for the relevant pathway which embeds ERR and shows this as having been completed
Personal learning and thinking skills assessment and recognition (England)

Summary of Personal Learning and Thinking Skills

Please see each individual Personal Learning and Thinking Skill below for 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.

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 Creative Thinking

People 1st has mapped Creative Thinking to the mandatory competence units of each pathway and a map showing coverage is available from www.people1st.co.uk. Creative Thinking 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. The evidence and recognition sheet is available on the People 1st website www.people1st.co.uk.

This process will therefore mean that:

- all areas of the Creative Thinking PLTS are met with the achievement of the competence
qualification which is required to be completed as part of this apprenticeship.

- the evidence that Creative Thinking has been achieved will be the certificate for the competence qualification.

**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.

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

**Evidencing and recognition of Independent Enquiry**

People 1st has mapped Independent Enquiry to the mandatory competence units of each pathway and a map showing coverage is available from [www.people1st.co.uk](http://www.people1st.co.uk). Independent Enquiry 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. The evidence and recognition sheet is available on the People 1st website [www.people1st.co.uk](http://www.people1st.co.uk).

This process will therefore mean that:

- all areas of the Independent Enquiry are met with the achievement of the competence qualification which is required to be completed as part of this apprenticeship.
- the evidence that Independent Enquiry has been achieved will be the certificate for the competence qualification.
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.

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

Evidencing and recognition of Reflective Learning.

People 1st has mapped Reflective Learning to the mandatory competence units of each pathway and a map showing coverage is available from [www.people1st.co.uk](http://www.people1st.co.uk). Reflective Learning 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. The evidence and recognition sheet is available on the People 1st website [www.people1st.co.uk](http://www.people1st.co.uk).

This process will therefore mean that:

- all areas of the Reflective Learning are met with the achievement of the competence qualification which is required to be completed as part of this apprenticeship.
- the evidence that Reflective Learning has been achieved will be the certificate for the competence qualification.

Team working

Team Working involves:
Apprentices must be introduced to all PLTS during induction so that they learn to recognise for themselves when and where they are practicing these skills.

**Evidencing and recognition of Team Working**

People 1st has mapped Team Working to the mandatory competence units of each pathway and a map showing coverage is available from [www.people1st.co.uk](http://www.people1st.co.uk). Team Working 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. The evidence and recognition sheet is available on the People 1st website [www.people1st.co.uk](http://www.people1st.co.uk).

This process will therefore mean that:

- all areas of the Team Working are met with the achievement of the competence qualification which is required to be completed as part of this apprenticeship.
- the evidence that Team Working has been achieved will be the certificate for the competence qualification.

**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.

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

Evidencing and recognition of Self Management

People 1st has mapped Self Management to the mandatory competence units of each pathway and a map showing coverage is available from www.people1st.co.uk. Self Management 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. The evidence and recognition sheet is available on the People 1st website www.people1st.co.uk.

This process will therefore mean that:

• all areas of the Self Management are met with the achievement of the competence qualification which is required to be completed as part of this apprenticeship.
• the evidence that Self Management has been achieved will be the certificate for the competence qualification

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.

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

**Evidencing and recognition of Effective Participation**

People 1st has mapped Effective Participation to the mandatory competence units of each pathway and a map showing coverage is available from [www.people1st.co.uk](http://www.people1st.co.uk). Effective Participation 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. The evidence and recognition sheet is available on the People 1st website [www.people1st.co.uk](http://www.people1st.co.uk).

This process will therefore mean that:

- all areas of the Effective Participation are met with the achievement of the competence qualification which is required to be completed as part of this apprenticeship.
- the evidence that Effective Participation has been achieved will be the certificate for the competence qualification.

**Additional employer requirements**

None