

APPRENTICESHIP STANDARDS ASSESSMENT AND SOLUTIONS

HOSPITALITY TEAM MEMBER

- LEVEL 2
- 12 MONTH PROGRAMME



HOSPITALITY SECTOR

OVERVIEW

The most important part of your Hospitality Team Member apprentices' role is to develop fantastic 'hospitality' skills and knowledge. These include recognising customer needs, knowing how to match them to the products and services of the business and working as part of a team. With this knowledge and new skills, your apprentices can ensure that every customer, whether they are eating in a restaurant, drinking cocktails in a bar, ordering room service in a hotel or attending a business conference feels welcomed and looked after.

ROLE PROFILE

Hospitality Team Member apprentices can work in a range of establishments, including bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers.

Specialisms include food and beverage service, serving alcoholic beverages, barista, food preparation, housekeeping, concierge and guest services, reception, reservations and conference and banqueting.

YOUR APPRENTICES' LEARNING JOURNEY

Your apprentices will complete a 12-month apprenticeship learning journey. Their journey will include achievement of at least Level 1 Literacy and Numeracy.

On completion of their learning journey, apprentices will undertake an End-Point Assessment, with an independent iCQ assessor.

Throughout their journey, your apprentices will record and update their progress using iCQ's **iLearner** system, and their End-Point Assessment will be delivered using **iLearner**.

FURTHER INFORMATION

The full Standard, Assessment Plan and current funding details can be viewed on the [Institute for Apprenticeships & Technical Education](https://www.institute-for-apprenticeships.co.uk/) website.



LEARNING
JOURNEY



GATEWAY
MEETING



END-POINT
ASSESSMENT

APPRENTICESHIP STANDARDS DELIVERY SOLUTIONS

iLearner

APPRENTICE AND LEVY/FUNDING MANAGEMENT

A complete apprentice and levy/funding management tool for ROATP providers and employer-providers.

Manage your funding, apprentice key learning milestones and progression, off-job learning hours, gateway meeting and much more. All using one, secure, on-line, management system - **iLearner**.

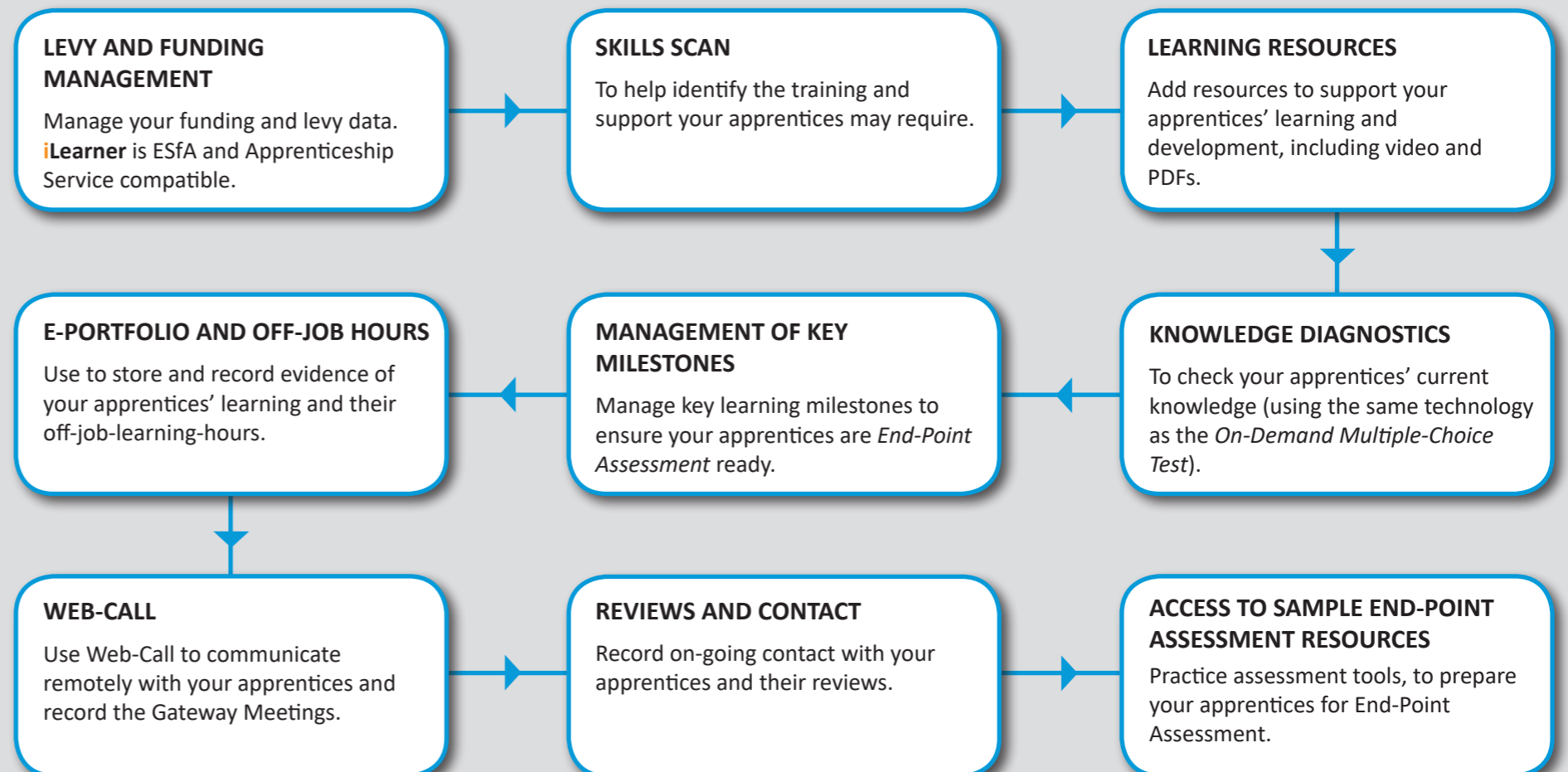
APPRENTICESHIP STANDARDS END-POINT ASSESSMENT SOLUTIONS

DELIVERY OF END-POINT ASSESSMENT

- Sample assessment resources and Trainer Toolkit, to prepare your apprentices for their End-Point Assessment
- Professional Discussion, Interview and Presentation End-Point Assessment conducted online, using **iLearner's** Web-Call
- Track End-Point Assessment progress and results on **iLearner**

APPRENTICESHIP LEARNING JOURNEY

A complete
apprenticeship
delivery solution -
guiding you every step
of the journey...



APPRENTICESHIP STANDARDS END-POINT ASSESSMENT

HOSPITALITY TEAM MEMBER - LEVEL 2

▶ **MULTIPLE-CHOICE TEST**

The two-part, scenario-based test will cover both core and specialist functions, using **iLearner**'s on-line multiple-choice test tool. There will be a maximum of 60 questions; time allowed is 60 minutes.

▶ **OBSERVATION**

The two-hour observation enables your apprentices to demonstrate their skills, knowledge and behaviour in both preparation and service, and core and specialist functions.

▶ **BUSINESS PROJECT**

Apprentices will prepare an 800-1200 word project, that will include gathering/reviewing information and making recommendations to management. The project will focus on an opportunity/challenge/idea that could make an improvement to their organisation.

▶ **PROFESSIONAL DISCUSSION**

A 40-minute structured discussion between your apprentices and an iCQ assessor, including aspects of the standard not seen in the observation or business project and a selection of pre-prepared questions (available from iCQ).



APPRENTICES CAN ACHIEVE A PASS OR A DISTINCTION GRADE.

WANT TO KNOW MORE?

For further information, please contact us:

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