

Hospitality Team Member

The role is very varied and although hospitality team members tend to specialise in an area, they have to be adaptable and ready to support team members across the business, for example during busy periods. Specialist areas in hospitality include food and beverage service, serving alcoholic beverages, barista, food preparation, housekeeping, concierge and guest services, reception, reservations and conference and banqueting.

You can see more information about the apprenticeship standard at [Skills England](#).



months minimum*

Assessment methods

1

Multiple choice test

A two-part, scenario-based test covering core and specialist functions, using iLearner's online test tool. 60 minute time limit.

2

Observation

A two hour observation in the workplace.

3

Business project

An 800-1,200 word project, focussing on an opportunity, challenge or idea that will make an improvement to the organisation.

4

Professional discussion

A 40-minute structured discussion between your apprentice and an iCQ assessor.



Learning



Gateway



End-Point Assessment

The EPA Process



Gateway meeting:

training provider, employer and apprentice meet to determine if they are ready for their EPA, and submit any files as needed through the iLearner system.



Assessor meeting:

the employer and an iCQ Assessor meet to agree any evidence submitted by the apprentice and plan dates for assessments.



Learner preparation:

the employer and training provider make sure the learner is familiar with the iLearner tools and formats of their assessments.

End-Point Assessment is carried out by iCQ Assessor.

Cost	£800 (in person)
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With you every step of the way

iCQ support the complete apprenticeship journey for employers, training providers and learners through our innovative iLearner platform – making it easy and quick to record and track progress.



*Apprenticeship starts from 1st August 2025 are eligible for the 8-month minimum duration, starts before 1st August 2025 are subject to a 12-month minimum duration.