

APPRENTICESHIP STANDARDS ASSESSMENT AND SOLUTIONS

HOSPITALITY SUPERVISOR

- LEVEL 3
- 12 MONTH PROGRAMME



HOSPITALITY SECTOR

OVERVIEW

Your apprentices will develop the knowledge and skills to provide vital support to management teams and to become capable of independently supervising hospitality services and running shifts.

ROLE PROFILE

Hospitality Supervisors work across a wide variety of businesses including bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers.

Hospitality Supervisors typically work under pressure, delivering fantastic customer service and motivating their team is essential to their role. Hospitality Supervisor apprentices may specialise in specific functions or work across a variety of functions which reflect the multi-functional nature of the industry.

YOUR APPRENTICES' LEARNING JOURNEY

New apprentices will usually have worked with an operational role within the industry prior to starting on this apprenticeship standard. Your apprentices will complete a 12-month apprenticeship learning journey. Their journey will include achievement of Level 2 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*](#) website.



**LEARNING
JOURNEY**



**GATEWAY
MEETING**



**END-POINT
ASSESSMENT**

APPRENTICESHIP STANDARDS DELIVERY SOLUTIONS



APPRENTICESHIP STANDARDS END-POINT ASSESSMENT SOLUTIONS

APPRENTICE AND LEVY/FUNDING MANAGEMENT

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

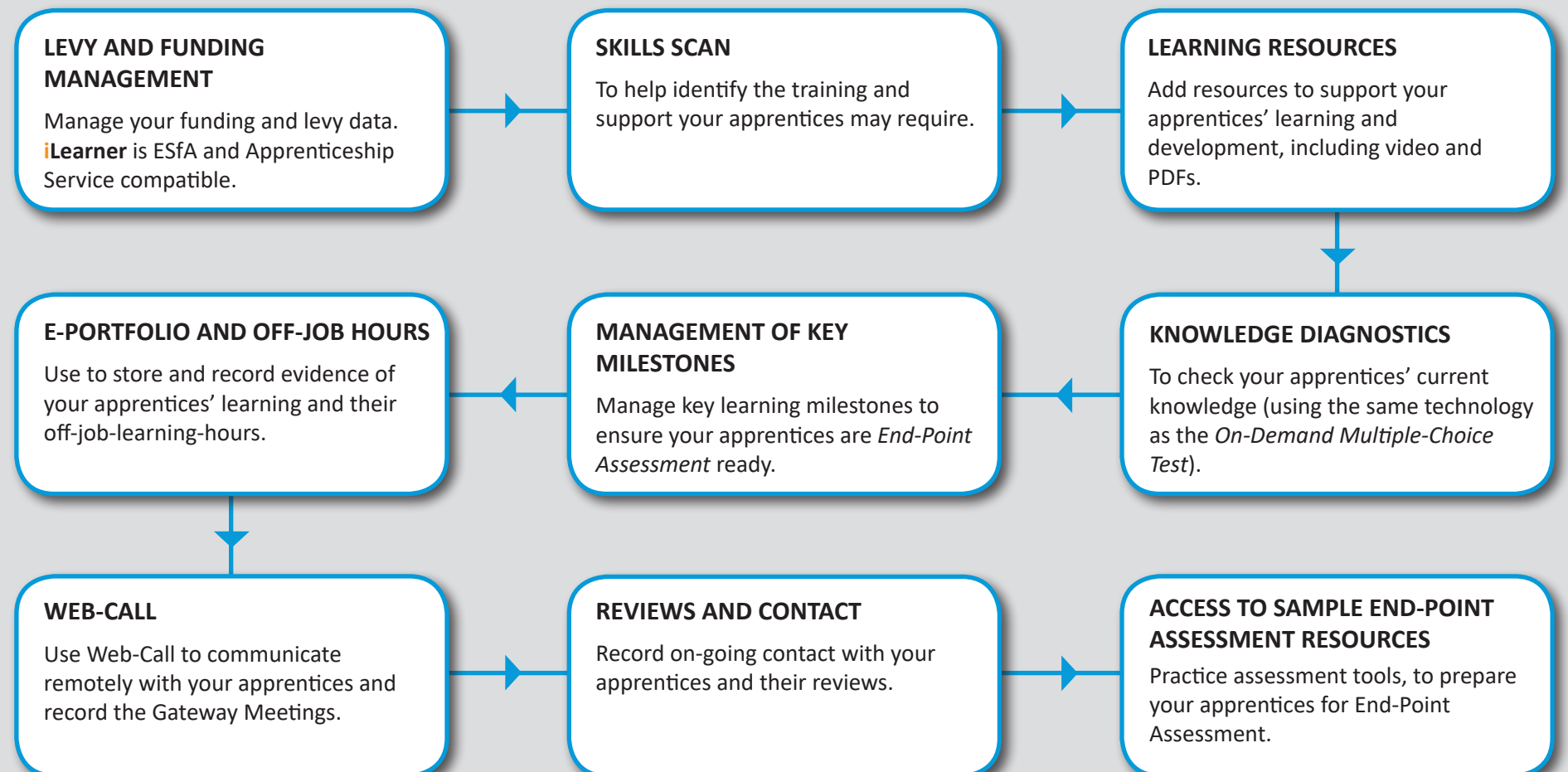
Manage your funding, apprentice key learning milestones and progression, off-job learning hours, gateway meeting and much more. All using one, secure, on-line, management system - **iLearner**.

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 SUPERVISOR - LEVEL 3



MULTIPLE-CHOICE TEST

The scenario-based test will cover people, customers, leadership and your apprentices' specialism, using **iLearner's** on-line multiple-choice test tool. The time allowed is 120 minutes.



OBSERVATION

The four-hour observation enables your apprentices to demonstrate their skills, knowledge and behaviour in a supervisory role. The observation may be split into to cover both preparation and service / shift (ie two, two-hour observations).



BUSINESS PROJECT

Apprentices will prepare a 2000-5000 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. Apprentices will present their recommendations (30 minutes).



PROFESSIONAL DISCUSSION

A 90-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 discussion areas (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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