

Hospitality Supervisor

Hospitality supervisors work across a wide variety of businesses including bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. They provide vital support to management teams and are capable of independently supervising hospitality services and running shifts. They typically work under pressure delivering fantastic customer service and motivating a team is essential to their role.

You can see more information about the apprenticeship standard at [Skills England](https://www.skillsengland.gov.uk/standards/standards.aspx?standard=100).

Level/

3

Duration

8

months minimum*

Assessment methods

1

Multiple choice test

A scenario-based test covering people, customers, leadership and the apprentices' specialism, using iLearner's online test tool. 120 minute time limit.

2

Observation

A four hour observation, which may be split to cover both preparation and service / shift (i.e. two two-hour observations).

3

Business project

A 2,000-5,000 word project, focussing on an opportunity, challenge or idea that will make an improvement to the organisation. The apprentice will make a 30 minute presentation of their recommendations.

4

Professional discussion

A 90-minute structured discussion between your apprentice and an iCQ assessor.



Learning



Gateway



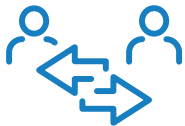
End-Point Assessment

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	£750 (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.