

APPRENTICESHIP STANDARDS ASSESSMENT AND SOLUTIONS

HOSPITALITY MANAGER

- LEVEL 4
- 18 MONTH PROGRAMME



HOSPITALITY SECTOR

OVERVIEW

Hospitality Managers work across a variety of organisations focusing on ensuring excellent customer experience. They have a high level of responsibility and are accountable for fulfilling the business vision and objectives which requires excellent business, people and customer relation skills.

ROLE PROFILE

Hospitality Managers typically work in a variety of venues, including bars, restaurants, cafés, conference centres, banqueting venues, hotels and contract caterers. These managers generally specialise in a particular area, however their core knowledge, skills and behaviours are aligned.

Common to all managers in this role is their passion for exceeding customers' expectations. Individuals in this role are highly motivated team leaders that combine a talent for management and specific industry skills and thrive on the customer facing nature of the role.

YOUR APPRENTICES' LEARNING JOURNEY

New apprentices are expected to have had supervisory responsibility prior to starting on this apprenticeship standard. The apprenticeship learning journey for this programme is typically 18 months.

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.

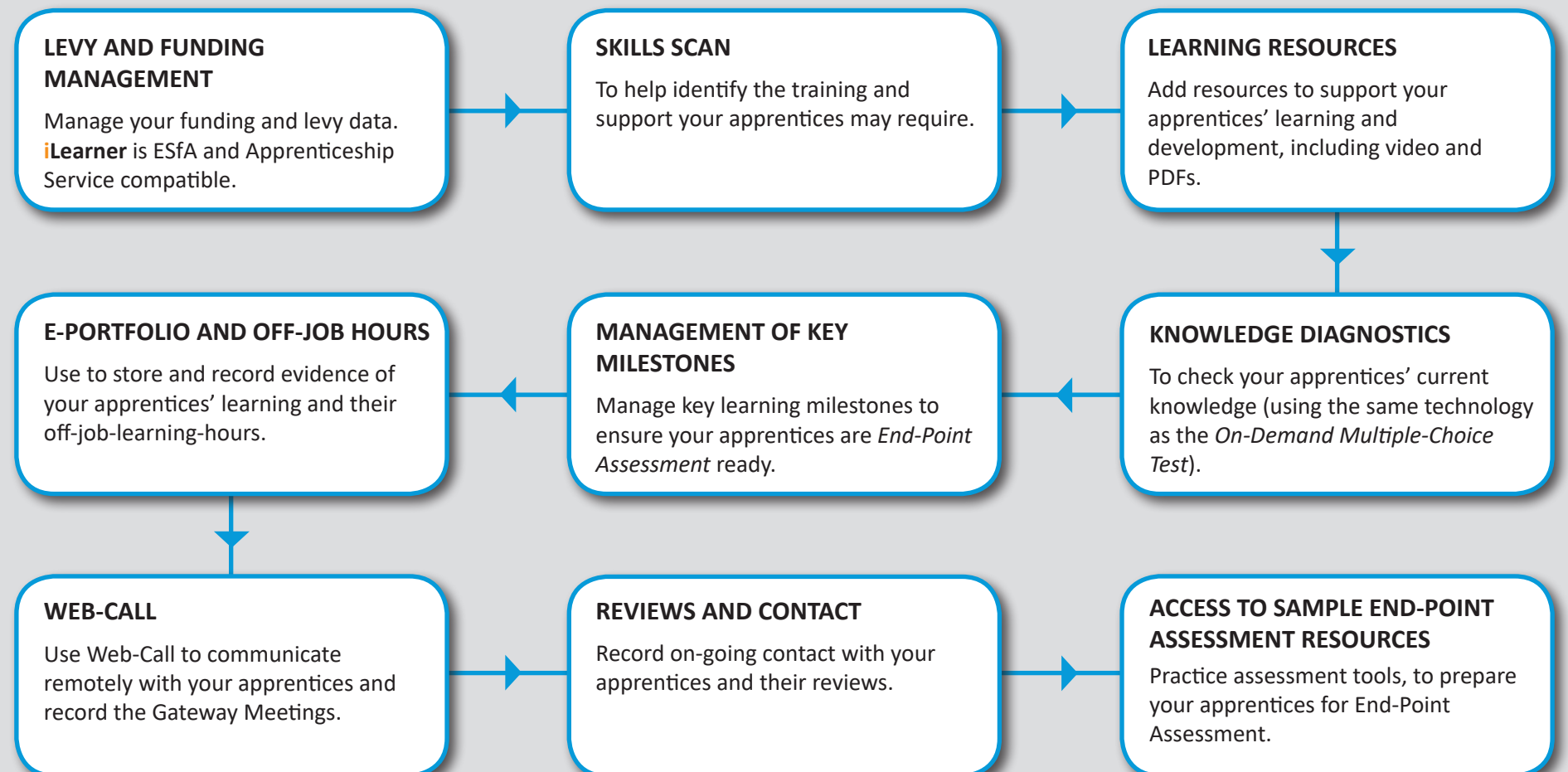
Manage your funding, apprentice key learning milestones and progression, off-job learning hours, gateway meeting and much more. All using one, secure, on-line, management system - **iLearner**.

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 MANAGER - LEVEL 4



KNOWLEDGE TEST

A 90-minute multiple-choice test delivered using iLearner. The 35 questions are scenario-based, 25 questions are on the core and 10 questions on the specialism. Results and a strengths and weaknesses report is provided on **iLearner**.



BUSINESS PROJECT

Your apprentices will prepare a 9,000-word Project focussing on an opportunity, challenge or idea which will make an improvement to the business they are working in. The Project will include gathering and reviewing information and making recommendations to management.



PROFESSIONAL DISCUSSION

The Professional Discussion is a structured discussion between your apprentices and their iCQ Assessor. The 90-minute discussion provides will include a minimum of 30 questions on the apprenticeship standard and reflection on superior, peer and direct report feedback.



APPRENTICES CAN ACHIEVE A PASS OR A DISTINCTION GRADE.

WANT TO KNOW MORE?

For further information, please contact us:

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