

TQUK APPRENTICESHIPS CAN TAKE YOU EVERYWHERE

DESTINATION: HOSPITALITY TEAM MEMBER APPRENTICESHIP

1 CHOOSE YOUR DESTINATION

Where do you want to go?

HOSPITALITY TEAM MEMBER APPRENTICESHIP

The most important part of the Hospitality Team Member role is developing fantastic 'hospitality' skills and knowledge such as recognising customer needs, knowing how to match them to the products and services of the business and working as part of a team to 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.

This standard has been designed with the input from a trailblazer group which includes: Hilton Worldwide, Mitchells and Butlers, The Spirit Pub Company, McDonald's UK and PGL.

For this apprenticeship, the apprentice is required to select one of the following specialist functions in order to complete the apprenticeship: [Food and Beverage Service](#), [Alcoholic Beverage Service: Wine Service](#), [Alcoholic Beverage Service: Beer/Cask Ale](#), [Alcoholic Beverage Service: Cocktails/Mixology](#), [Barista](#), [Food Production](#), [Concierge and Guest Services](#), [Housekeeping](#), [Reception](#), [Reservations](#), [Conference and Events Operations](#).

For further information regarding the specialist functions, please see Page 4.



2 TRAVEL AGENTS

Everything in order?

INITIAL ASSESSMENT PLAN

Employers will set their own entry requirements in order to start on this apprenticeship. This will include:

- Level 1 English and maths.

*£5,000 from May 2017

Funding Band: 7*

Duration: 12 months

Level: 2



3 PREPARE YOUR LUGGAGE

Bring together the essentials for your trip!

ON-THE-JOB AND OFF-THE-JOB TRAINING

This is where all the apprentices training and development takes place. They will be busy making sure they have packed all the essential items to complete their journey. This may include a qualification if it is identified as a requirement in the standard.

Formative assessment of skills, knowledge and behaviours is required in the delivery of the standard and this will be outlined in the assessment plan. Maths and English are required (level varies according to the standard).



4 CHECK IN

Are you ready to fly?

GATEWAY

In order for the apprentice to enter into the gateway phase and pass through airport check in, they will need all the correct documentation to travel. It will be the employers decision to place a apprentice through end-point assessment.



In order to pass through, the apprentice must have achieved:

- Evidence of the relevant behaviours (On-programme records to be utilised, if used)
- Level 1 in English and maths
- Attempted Level 2 in English and maths
- Undertaken a self assessment

If all the above has been completed, employers can feel confident that they are putting forward apprentices who are in the best shape to pass their end-point assessment.

5 AIRPORT SECURITY

The final hurdle before flight.

END-POINT ASSESSMENT

There are four assessment elements for the Hospitality Team Member independent end-point assessment:

- Situational Judgement Test
- Practical Observation
- Business Project
- Professional Discussion

The Situational Judgement Test, Practical Observation and Business Project may be undertaken in any order but they must all be completed before the Professional Discussion. All elements must be completed within two months.



Situational Judgement Test

A 90 minute Situational Judgement Test with scenario based questions must be completed under controlled conditions. This will be externally set and marked automatically by the assessment organisation and will cover the core and relevant specialist function.

The questions will be scenario based requiring the apprentice to demonstrate reasoning and joined up thinking, demonstrating synoptic performance against the key elements of the standard.

Business Project

The 800-1,200 word project is designed to give the apprentice the opportunity to demonstrate their wider understanding of the business they are working in and in particular identify and 'think through' how an improvement could be made to the way it operates.

Practical Observation

The practical assessment is an observation of the apprentice in a working, hospitality-based environment. During the allotted time, the apprentice should have the opportunity, if required, to move from one area/function of the business to another in order to best demonstrate how they have applied their knowledge, skills and behaviours in a real-work environment to achieve genuine and demanding work objectives.

Time may be split to cover preparation and service but this should show that the apprentice can cover a range of tasks in their specialist function.

Professional Discussion

In the concluding assessment element, the end-point assessor leads a 40 minute discussion with the apprentice, the employer can be present to offer their support. This time also includes 10 minutes for presentation of the Business Project, including questions and answers. Questions in relation to the period of learning, development and continuous assessment, coverage of the standard and personal development will be covered.

Grading

The apprenticeship includes Pass and Distinction grades with the final grade based on the apprentice's combined performance in each assessment element. In order to pass, the apprentice is required to pass each of the four assessment elements, which are divided into two sections.

The end-point assessor will use the assessment tools and processes designed within the apprenticeship standard to determine whether the pass and distinction grades have been achieved. The assessment elements are not 'weighted' in percentage terms as they are all important to demonstrating the apprentice's synoptic performance. However employers have been clear that in order to achieve a distinction overall the apprentice must perform to distinction level in the Practical Observation.

Section A Grading: Pass = 1, Distinction = 3.

Section B Grading: Pass = 1, Distinction = 2.

Apprentice cannot achieve the apprenticeship without gaining at least a pass in every assessment element. Once the apprentice has achieved at least a pass in each assessment element the final grade can be calculated as follows:

SECTION A (Practical Observation + Business Project combined score)	SECTION B (Situational Judgement Test + Professional Discussion combined score)				
	0	1	2	3	4
0	Fail	Fail	Fail	Fail	Fail
1	Fail	Fail	Fail	Fail	Fail
2	Fail	Fail	Pass	Pass	Pass
3	Fail	Fail	Pass	Pass	Pass
4	Fail	Fail	Pass	Pass	Pass
5	Fail	Fail	Pass	Pass	Distinction
6	Fail	Fail	Pass	Distinction	Distinction



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TRAVEL

Almost at your destination!

COMPLETION AND CERTIFICATION

The apprentice is on the plane and travelling towards their destination. Once the assessor verifies the apprentice has successfully completed all end-point assessments, TQUK will initiate the certification process. Working with the Education & Skills Funding Agency, we will ensure the apprentice receives their certificate in recognition of completing their apprenticeship.

Progression: [Hospitality Supervisor](#), [Hospitality Manager](#).

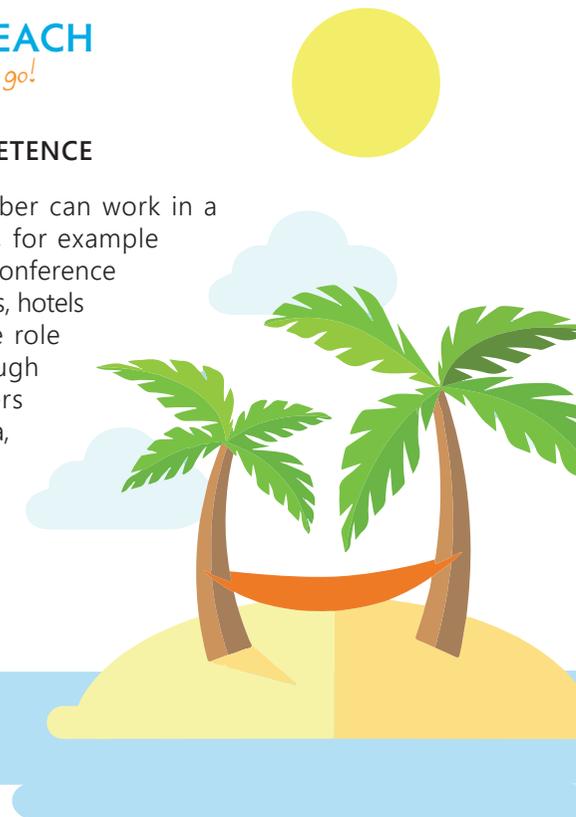
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HIT THE BEACH

You're ready to go!

OCCUPATIONAL COMPETENCE

A hospitality team member can work in a range of establishments, for example bars, restaurants, cafes, conference centres, banqueting venues, hotels or contract caterers. 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 FUNCTIONS

Food & Beverage Service	Alcoholic Beverage Service	Barista	Food Production	Housekeeping
<p>All apprentices selecting the food and beverage service specialist function must have the knowledge and understanding of all four service methods:</p> <ul style="list-style-type: none"> • Formal dining • Casual dining • Quick service dining • Carvery/buffet dining <p>They must also understand the principles of preparation of service areas and equipment for food and beverage service.</p>	<p>Apprentices selecting the alcoholic beverage service specialist function must also select a sub sector from either:</p> <ul style="list-style-type: none"> • Wine service • Beer/Cask Ale • Cocktails/Mixology <p>Knowledge and understanding of different alcoholic beverages, ingredients and characteristics is essential as is the understanding of optimum storage conditions for alcoholic beverages.</p>	<p>All apprentices selecting the barista specialist function must have the knowledge and understanding of elements including different specialist coffee beverages, ingredients and characteristics, storage conditions and legislation regarding weights and measures, trades description and sale of goods.</p>	<p>All apprentices selecting the food production specialist function must have the knowledge and understanding of elements including different food groups commonly used in food production, allergens and dietary requirements, safe and hygienic working practices and food safety requirements.</p>	<p>Housekeeping team members help to maintain the presentation of establishments such as hotel and other overnight accommodation including hostel, serviced apartments and conference venues. Apprentices selecting the housekeeping specialist function must have the knowledge and understanding of elements including the environmental implications connected to the use of bed and bathroom linen.</p>
Concierge & Guest Services	Conference & Events Operations	Reservations	Reception	
<p>Concierge and guest services help to ensure that customer requirements including leisure activities, local knowledge, travel, parking and luggage storage are met. All apprentices selecting the concierge and guest services specialist function must have the knowledge and understanding of elements including the importance of providing accurate verbal and written information to customers.</p>	<p>All apprentices selecting the conference and events operations specialist function must have the knowledge and understanding of elements including being able to source, check and arrange resources according to customer and organisation requirements and the principles of preparation and servicing of meeting and conference rooms.</p>	<p>Hospitality reservations are usually found in hotels, holiday resorts and conference venues. Central to multiple operations, the reservations department is crucial to taking individual and group bookings, dealing with over bookings and informing guests with accurate information.</p>	<p>Hospitality receptionists are usually found in hotels, holiday resorts and conference venues. Central to many operations, the reception is responsible for ensuring that customers' arrival, time at the establishment and departure is delivered according to an establishments standards and meets the customer expectations</p>	