

apprenticeship FRAMEWORK

Intermediate and Advanced Level Apprenticeship in Licensed Hospitality (Wales)

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Issue date: 20 May 2013

Published by
People 1st

apprenticeship
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Intermediate and Advanced Level Apprenticeship in Licensed Hospitality (Wales)

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Framework summary

Intermediate and Advanced Level Apprenticeship in Licensed Hospitality

Foundation Apprenticeship in Licensed Hospitality (Wales)

Pathways for this framework at level 2 include:

Pathway 1: Licensed Hospitality

Competence qualifications available to this pathway:

C1 - Level 2 Certificate in Licensed Hospitality Skills

Knowledge qualifications available to this pathway:

K1 - Level 2 Certificate in Licensed Hospitality Operations

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Intermediate and Advanced Level Apprenticeship in Licensed Hospitality

Apprenticeship in Licensed Hospitality Management (Wales)

Pathways for this framework at level 3 include:

Pathway 1: Licensed Hospitality Management

Competence qualifications available to this pathway:

C1 - Level 3 Diploma in Licensed Hospitality Skills

Knowledge qualifications available to this pathway:

K1 - Level 3 Certificate in Licensed Hospitality Operations

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Framework information

Information on the Publishing Authority for this framework:

People 1st

The Apprenticeship sector for occupations in hospitality, leisure, travel and tourism.

Issue number: 2	This framework includes:
Framework ID: FR02152	Level 2 Level 3
Date this framework is to be reviewed by: 22/06/2015	This framework is for use in: Wales

Short description

This framework is designed for those wanting to work behind a bar or in customer facing roles in the bar area, employed in various licensed hospitality premises. It has been developed to meet the specific needs of the licensed hospitality industry to offer a clear route into leadership and management roles and to inspire young entrepreneurs and business start-ups.

This framework will support the government's Skills for Sustainable Growth strategy by promoting personal growth and broadening interests, assisting employers in our sector to rely less on migrant workers, driving social mobility and contributing to employment, productivity and economic growth.

Contact information

Proposer of this framework

BIIAB working with an industry steering group. The framework has been proposed following feedback from our industry partners and learners that a licensed industry specific framework was needed to cover the fundamental issues that related to the job roles within. The industry requires nationally recognised qualifications that fit into a specific framework to enhance the reputation of the industry, assist staff recruitment and retention, increase professionalism and enable individuals to consider business start-ups.

Developer of this framework

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Revising a framework

Contact details

Who is making this revision: Jamie Earl
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Why this framework is being revised

This framework is being revised to include a new pathway at Level 3.

Summary of changes made to this framework

This framework has been changed to include a new pathway at Level 3.

Qualifications removed

N/A

Qualifications added

- BIIAB Level 3 Certificate in Licensed Hospitality Operations - 600/5195/4
- BIIAB Level 3 Diploma in Licensed Hospitality Skills - 600/5183/8

Qualifications that have been extended

N/A

Purpose of this framework

Summary of the purpose of the framework

This is a framework for those working behind a bar or in customer facing roles in the bar area, employed in various licensed hospitality premises, such as:

- Leased premises
- Managed Houses
- Tenanted premises
- Hotels
- Restaurants
- Nightclubs
- Club premises.

The Pub, Bar and Nightclub industry is the second largest industry within the hospitality sector, yet no specific apprenticeship exists which deals with the fundamental skills and knowledge needed as part of the day-to-day business of working within the sector.

Around 600,000 people work in licensed hospitality, with pubs bars and nightclubs having the youngest workforce of all the UK industries. 45% of the 600,000 people working in the industry are under the age of 25. Turnover is high, particularly in leased and tenanted premises.

The shift from managed outlets to tenanted/leased premises means that there have been huge implications for skills – operators of these types of premises are less likely to take up training opportunities. This is often because of the perceived cost of sending staff members out of the workplace is high, and the return on investment low, especially considering that the industry has a relatively high level of staff turnover.

Employers within the licensed hospitality industry have identified the need for a more transparent career progression path to be available for those entering the industry wishing to develop further to management roles, and to help retain good staff members. This framework has been designed to meet these objectives and to encourage those with entrepreneurial aspirations.

Some examples of job titles that this apprenticeship framework has been identified for are:

- Barpersons (leased, tenanted, managed, wine bar, cocktail bar, nightclub)
- Restaurant staff (waiters, waitresses)
- Bar managers
- Food and Beverage Managers
- Shift mangers

- Bar team leaders.

Apprentices working in these roles are likely to undertake a range of activities such as serving food and drink, taking payment, working in the cellar, and stock taking, marketing, training and motivating other staff, monitoring company accounts, as well as other activities.

This framework will support the governments Skills for Sustainable Growth strategy as it will:

- Promote personal growth and broaden interests
- Assist employers in our sector to rely less on migrant workers
- Drive social mobility
- Contribute to employment, productivity and economic growth
- Encourage business start-up

The purpose of the apprenticeship framework for licensed hospitality is to offer the industry a flexible work based training programme suited to their needs.

Source: Labour market review of the licensed hospitality industry, November 2009, conducted by People 1st and BII.

Aims and objectives of this framework (Wales)

The aim of this framework is to develop the skills, knowledge and understanding to work in the licensed hospitality industry.

The main objectives are to:

- Professionalise the licensed hospitality industry
- Offer a viable career progression route built around industry related qualifications
- Increase staff retention and contribute to the recruitment of motivated staff
- Improve customer facing skills and technical knowledge and competence in the industry
- Have a positive impact on the public image of the licensed hospitality industry
- Give aspiring entrepreneurs the basis on which to consider running their own business

Entry conditions for this framework

Licensed hospitality apprentices must be aged 16 or over to enter this framework as mandatory units within the component qualifications are based around the sale, service and delivery of alcohol and contain alcohol related information.

Apprentices must be prepared to work unsociable hours, in often busy and noisy premises. Apprentices are likely to be required to deal with customers. They should demonstrate an enthusiasm for working in the sector and be positive and friendly.

There are no formal qualification requirements for this framework, although completion of the Level 2 Licensed Hospitality Apprenticeship would provide a useful grounding for the Level 3 Licensed Hospitality Management Apprenticeship Framework.

Experience of working in the licensed hospitality industry would benefit a learner looking to be registered on this apprenticeship framework.

Training providers must provide an initial assessment of learners to establish whether they meet any entry requirements identified within the framework.

Rules to avoid repeating qualifications

Processes exist to make sure that applicants with prior knowledge, qualifications and experience are not disadvantaged by having to repeat learning. Training providers and awarding organisations will be able to advise on the current rules for accrediting prior learning and recognising prior experience.

Initial Assessment

Training providers and employers will use initial assessment to ensure that applicants have a fair opportunity to demonstrate their ability and to tailor programmes to meet individual needs, recognising prior qualifications and experience. This will also ensure that entry conditions have been met.

Level 2

Title for this framework at level 2

Foundation Apprenticeship in Licensed Hospitality (Wales)

Pathways for this framework at level 2

Pathway 1: Licensed Hospitality

Level 2, Pathway 1: Licensed Hospitality

Description of this pathway

Licensed Hospitality. Total 54 credits.

Entry requirements for this pathway in addition to the framework entry requirements

NA

Job title(s)	Job role(s)
Barperson (leased and tenanted)	Serving customers, cash handling, merchandising and marketing, cellar work.
Barperson (managed house)	Serving customers, cash handling, cellar work.
Barperson (wine/cocktail bar)	Serving customers, cash handling, cellar work, serving wines and spirits/ cocktails.
Assistant Bar Manager	Supervising service, Serving customers, cash handling, merchandising and marketing, cellar work.
Barperson (Nightclub venue)	Serving customers, cash handling, cellar work, serving wines and spirits/ cocktails.
Waiter/Waitress	Serving customers, cash handling, customer interaction

Qualifications

Competence qualifications available to this pathway

C1 - Level 2 Certificate in Licensed Hospitality Skills					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/9057/1	BIIAB	29	228-277	N/A

Knowledge qualifications available to this pathway

K1 - Level 2 Certificate in Licensed Hospitality Operations					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/0027/2	BIIAB	13	117-127	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

K1 provides the underpinning knowledge and understanding for C1

Transferable skills (Wales)

Essential skills (Wales)

	Minimum level	Credit value
Communication	1	6
Application of numbers	1	6
IT	N/A	N/A

Progression routes into and from this pathway

It is important that this framework offers both progression from related frameworks and learning opportunities, and that it provides progression to learning programmes and to a career in licensed hospitality.

Apprentices can progress onto this framework from academic qualifications such as GCSE's, and vocational qualifications at Level 1, such as the BIIAB Level 1 Award in Introduction to Employment in the Hospitality Industry (AIEHI). The AIEHI is on the Foundation Learning Tier (FLT). Experience of working in the industry as front line staff, such as bar staff or waiters/waitresses would also be suitable for progression into the apprenticeship. Experience of dealing with people, working unsociable hours as part of a team would also be appropriate for the progression onto this apprenticeship. Useful qualities for someone looking to progress onto this apprenticeship would be someone who is highly motivated, enjoys working with people, often in busy, vibrant places.

Progression from this framework could be into supervisory or junior management roles within licensed hospitality.

Much of the skills and knowledge covered within the framework are transferable across the hospitality sector. For example:

- Food Safety in Catering
- Customer Service in Hospitality, Leisure, Travel and Tourism
- Health and Safety in the Workplace
- Maintain and Deal with Payments
- First Aid Skills

Examples of job opportunities that can be found in Licensed Hospitality can be found at <http://www.barzone.co.uk/>

Learners may decide to progress onto the BII Level 3 Apprenticeship in Licensed Hospitality Management, the BIIAB Level 3 Certificate in Hospitality Business Management or other Level 3 qualifications for the Hospitality sector. Qualifications available to learners can be found at <http://register.ofqual.gov.uk>

Employee rights and responsibilities

Employers must include an induction for the apprentice at the start of the apprenticeship to meet some of the ERR requirements.

ERR is included within the BIIAB Level 2 Certificate in Licensed Hospitality Skills (600/0250/5).

It is a mandatory requirement for achievement of the apprenticeship framework. Achievement of the ERR will be certified as part of the Certificate for Licensed Hospitality Skills. Apprentices on this framework will be assessed against the unit entitled: Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector (T/601/7214).

ERR will be assessed via workplace evidence produced against the assessment criteria specified in the unit. This can be built around induction and workbook activities. The workbook is available through BIIAB or materials can be produced by the training provider which map against the requirements. Contact details for BIIAB are available online at www.biiab.org

ERR is included as part of the GLH requirement for the apprenticeship framework. The achievement of the unit will be recorded on the Level 2 Certificate for Licensed Hospitality Skills.

Apprentices will be asked to know employer and employee rights, responsibilities and their own organisational procedures and to understand the factors that affect them within the organisation in which they are working.

Content to be covered under ERR is:

- The employer and employee rights and responsibilities under employment law, including Disability Discrimination Act, Health & Safety and other relevant legislation
- The importance of having employment rights and responsibilities
- The organisational procedures for health & safety, including documentation
- The organisational procedures for equality & diversity, including documentation
- Sources of information and advice on employment rights and responsibilities, including Access to Work and Additional Learning Support
- Know factors that affect own organisation and occupation
- The role played by own occupation within organisation and industry
- Range of career pathways available
- The types of representative body related to the industry, their main roles and responsibilities and their relevance to the industry
- Sources of information and advice on own industry, occupation, training and career
- Principles, policies and codes of practice used by own organisation and industry
- Issues of public concern that affect own organisation and industry

The certificate for completion of the ERR requirement will be sent to the apprenticeship

certification body as evidence. Apprentices will receive an individual certificate for the ERR element, as well as it being specified in the unit details for the competence based qualifications.

Level 3

Title for this framework at level 3

Apprenticeship in Licensed Hospitality Management (Wales)

Pathways for this framework at level 3

Pathway 1: Licensed Hospitality Management

Level 3, Pathway 1: Licensed Hospitality Management

Description of this pathway

Licensed Hospitality. Total 69 credits.

Entry requirements for this pathway in addition to the framework entry requirements

There are no additional requirements other than the general entry conditions

Job title(s)	Job role(s)
Bar Manager	Customer service, handling complaints, financial management, marketing, merchandising, staff training, recruitment, stock control, business development
Barperson (leased and tenanted)	Serving customers, cash handling, merchandising and marketing, cellar work
Barperson (managed house)	Serving customers, cash handling, cellar work
Barperson (wine/cocktail bar)	Serving customers, cash handling, cellar work, serving wines and spirits/cocktails
Assistant Bar Manager	Supervising service, Serving customers, cash handling, merchandising and marketing, cellar work
Barperson (nightclub venue)	Serving customers, cash handling, cellar work, serving wines and spirits/cocktails
Waiter/Waitress	Serving customers, cash handling, customer interaction
Assistant Food and Beverage Manager	Supervising service, cash handling, staff management, handling complaints, business development
Bar Team Leader	Customer service, supervise, train and motivate others, retain and attract new customers
Shift Manager	Customer service, responsible for running the pub in the pub manager's absence

Qualifications

Competence qualifications available to this pathway

C1 - Level 3 Diploma in Licensed Hospitality Skills					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/5183/8	BIIAB	37	204-274	

Knowledge qualifications available to this pathway

K1 - Level 3 Certificate in Licensed Hospitality Operations					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/5195/4	BIIAB	20	111-156	

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

K1 provides the underpinning knowledge and understanding for C1

Transferable skills (Wales)

Essential skills (Wales)

	Minimum level	Credit value
Communication	2	6
Application of numbers	2	6
IT	N/A	N/A

Progression routes into and from this pathway

It is important that this framework offers both progression from related frameworks and learning opportunities, and that it provides progression to learning programmes and to a career in licensed hospitality.

Apprentices can progress onto this framework from academic qualifications such as GCSEs, and vocational qualifications at Level 2, as well as the Level 2 Licensed Hospitality Apprenticeship Framework. The framework is also accessible for those already working in the industry who want to progress in their career.

Useful qualities for someone looking to progress onto this apprenticeship would be someone who is highly motivated, enjoys working with people, often in busy, vibrant places.

Progression from this framework will be into management roles within licensed hospitality.

All of the skills and knowledge covered within the framework are transferable across the hospitality sector. For example:

- Leadership and Management
- Food Safety Supervision
- Customer Service
- Health and Safety
- Marketing
- Sales promotions
- Financial management
- Stock control
- Motivating staff
- Recruitment
- Training design and delivery
- Kitchen management

- Cash handling

Examples of job opportunities that can be found in Licensed Hospitality can be found at <http://www.barzone.co.uk/>

Learners may decide to progress onto the BIIAB Level 3 Certificate in Hospitality Business Management or the BIIAB Level 4 Certificate in Multiple Licensed Premises Management or other qualifications for the Licensed Hospitality sector. Qualifications available to learners can be found at <http://register.ofqual.gov.uk> or by contacting BIIAB (contact details for BIIAB are available online at www.biiab.org).

UCAS points for this pathway:

(no information)

Employee rights and responsibilities

Employers must include an induction for the apprentice at the start of the apprenticeship to meet some of the ERR requirements.

ERR is included within the BIIAB Level 3 Diploma in Licensed Hospitality Skills (600/5183/8).

It is a mandatory requirement for achievement of the apprenticeship framework. Achievement of the ERR will be certified as part of the Diploma in Licensed Hospitality Skills. Apprentices on this framework will be assessed against the unit entitled: Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector (T/601/7214).

ERR will be assessed via workplace evidence produced against the assessment criteria specified in the unit. This can be built around induction and workbook activities. The workbook is available through BIIAB or materials can be produced by the training provider which map against the requirements. Contact details for BIIAB are available online at www.biiab.org

ERR is included as part of the GLH requirement for the apprenticeship framework. The achievement of the unit will be recorded on the Level 3 Diploma for Licensed Hospitality Skills.

Apprentices will be asked to know employer and employee rights, responsibilities and their own organisational procedures and to understand the factors that affect them within the organisation in which they are working.

Content to be covered under ERR is:

- The employer and employee rights and responsibilities under employment law, including Disability Discrimination Act, Health & Safety and other relevant legislation
- The importance of having employment rights and responsibilities
- The organisational procedures for health & safety, including documentation
- The organisational procedures for equality & diversity, including documentation
- Sources of information and advice on employment rights and responsibilities, including access to Work and Additional Learning Support
- Know factors that affect own organisation and occupation
- The role played by own occupation within organisation and industry
- Range of career pathways available
- The types of representative body related to the industry, their main roles and responsibilities and their relevance to the industry
- Sources of information and advice on own industry, occupation, training and career
- Principles, policies and codes of practice used by own organisation and industry
- Issues of public concern that affect own organisation and industry

The certificate for completion of the ERR requirement will be sent to the apprenticeship certification body as evidence. Apprentices will receive an individual certificate for the ERR

element, as well as it being specified in the unit details for the competence based qualifications.

The remaining sections apply to all levels and pathways within this framework.

How equality and diversity will be met

The licensed hospitality industry is broadly representative of a multicultural and diverse population. It is a young industry, with an even split of women and men. There are variations across the sector with the restaurant and pub industries particularly reliant on young people (65 percent of those working in the pubs, bars and nightclubs industry are under the age of 30 as are 55 percent of those working in the restaurant industry).

Overall, 57 percent of the workforce is female and 43 percent male. Whilst similar proportions of publicans and managers of licensed premises are male and female. It is relatively common for independent pubs to be run by husband and wife teams. Men tend to dominate back of house roles and women front of house.

The pubs, bars and nightclubs industry has probably the youngest age profile of all UK industries. 45% of the workforce are under the age of 25. The vast majority of kitchen and catering assistants, waiting staff and bar staff in the pubs, bars and nightclubs industry are under the age of 25.

Unsurprisingly, publicans and managers of licensed premises tend to be older, although nearly half are under the age of 35.

Only 4% of the pubs, bars and nightclubs workforce describe their ethnicity as Black or Minority Ethnic (BME). There is little variation across different occupational groups within the industry. The proportion of people from a BME background working in the industry is much lower than across the hospitality, leisure, travel and tourism sector as a whole (13 percent). It is essential that this framework encourages people from BME background. It is envisaged that this framework be available to employers and providers based in regions with high BME population and marketing and communications be targeted at representative groups.

Across the hospitality, leisure, travel and tourism workforce as a whole, approximately a fifth of the workforce are migrant workers (i.e. they were born overseas). This figure is lower in the pubs, bars and nightclubs industry (7 percent).

At an occupational level, there is little variation, although a slightly higher proportion of bar staff, waiting staff and chefs and cooks were born overseas than those working in other roles.

The framework has been designed so that it is easily accessible in the workplace. With this in mind it is considered that the programme will be equally accessible to older people already working in licensed premises or indeed those who are seeking a new career. The apprenticeship in licensed hospitality is open to all who have the necessary attributes to succeed. Providers and employers must have equal opportunity policies which are operated

effectively and comply with current diversity legislation.

There must be an open and transparent recruitment process which is available to all people, regardless of age, disability, ethnic origin, gender, gender identity religion and belief, sexual orientation or who meet the stated selection criteria.

It is unlawful to discriminate against workers because of their gender, ethnicity, sexual orientation, religion or age. Employers should ensure they have policies in place which are designed to prevent discrimination.

All delivery partners must be committed to a policy of equality and must have an equality policy and procedure.

BIIAB have a policy in relation to equality and diversity for its qualifications that centres and employers must adhere to. Those centres and employers are encouraged to make this policy available to all apprentices on this framework.

Employers/Providers must be able to demonstrate that there are no overt or covert discriminatory practices in selection and employment. All promotional, selection and training activities must comply with the Equality Act 2010.

Source: Labour market review of the licensed hospitality industry, November 2009, conducted by People 1st and BII.

On and off the job training (Wales)

Summary of on- and off-the-job training

Level 2 Pathway 1:

The total GLH for the licensed hospitality apprenticeship framework is a minimum of 465 GLH. The anticipated duration for the apprenticeship is 12 months.

Level 3 Pathway 1:

The total GLH for the licensed hospitality apprenticeship framework is a minimum of 435 GLH. The anticipated duration for the apprenticeship is 12 months.

Off-the-job training

Level 2 Pathway 1:

The minimum number of off the job GLH for this framework is a minimum of 160 Guided Learning Hours (GLH). This will be made up of:

- 60 GLH - ESW Communication
- 60 GLH - ESW Application of Numbers

Units from the technical certificate:

- 10 GLH - Personal Licence Holders
- 10 GLH - Alcohol Awareness
- 10 GLH - Drugs Awareness
- 10 GLH - Conflict Management in Licensed Premises

Other units from the knowledge based qualification can be delivered as off the job learning, however the nature of the job roles that are covered in the apprenticeship, and the underpinning knowledge that the qualification provides means that it is likely that the some of the knowledge will be learnt in the context of the skills that they are learning.

Unit from the competence based qualification (if chosen as an option)

First Aid Skills

It is the responsibility of the provider/employer to establish the exact number of hours, as long as it meets this requirement.

Level 3 Pathway 1:

The minimum number of off-the-job guided learning for this framework is 191 Guided Learning Hours (GLH).

The number of hours delivered by off-the-job training will be a minimum of 191 GLH made up as follows:

- 60 GLH - ESW Communication
- 60 GLH - ESW Application of Numbers

Plus the following mandatory units from the technical certificate:

- 41 GLH - An introduction to leadership and management
- 10 GLH - Motivating a Team in Business
- 10 GLH - Understanding a Business Market
- 10 GLH - Profit and Loss and Budget Control

Additional off-the-job GLH time will be delivered via the optional units in the technical certificate but the total will be determined by the units chosen by each individual learner. It is the responsibility of the provider/employer to establish the exact number of contact hours, as long as it meets this requirement.

How this requirement will be met

Level 2 Pathway 1:

Off the job learning will mainly be achieved through learning towards elements of the Level 2 Certificate in Licensed Hospitality Operations and ESW qualifications.

Support materials that accompany this framework allow for independent study away from the workstation enabling learners to learn off the job. This will be primarily met around the technical certificate/ESW however elements of the competence based qualification can also be learnt via this methodology.

Training hours delivered under an apprenticeship agreement may vary depending on the previous experience and attainment of the apprentice. The amount of off-the-job training required to complete the apprenticeship under the apprenticeship agreement may then be reduced accordingly, provided the total number of off-the-job hours for this framework can be verified for apprenticeship certification.

It is the provider/employers responsibility to ensure that GLH are recorded accurately. This will be verified by the external verifier.

Off-the-job training needs to:

- Be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager
- Allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager
- Be delivered during contracted working hours
- Be delivered through one or more of the following methods: individual and group teaching, e-learning, distance learning, coaching; mentoring, feedback and assessment; collaborative/networked learning with peers, guided study and induction

Off-the-job training must be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. This evidence needs to be checked and signed by the assessor and employer.

Off the job learning may well be met through mentoring from experienced colleagues or staff from other premises or enrichment activity.

Level 3 Pathway 1:

Off-the-job learning will mainly be achieved through learning towards elements of the Level 3 Certificate in Licensed Hospitality Operations and ESW qualifications.

Support materials that accompany this framework allow for independent study away from the workstation enabling learners to learn off-the-job. This will be primarily met around the technical certificate/ESW however elements of the competence based qualification can also be learnt via this methodology.

Training hours delivered under an apprenticeship agreement may vary depending on the previous experience and attainment of the apprentice. The amount of off-the-job training required to complete the apprenticeship under the apprenticeship agreement may then be reduced accordingly, provided the total number of off-the-job hours for this framework can be verified for apprenticeship certification.

It is the provider/employers responsibility to ensure that GLH are recorded accurately. This will be verified by the External Quality Assurer.

Off-the-job training needs to be:

- Planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager allowing access as and when required by the apprentice either to a tutor, teacher, mentor or manager.
- Delivered during contracted working hours be delivered through one or more of the following methods: individual and group teaching, e-learning, distance learning, coaching; mentoring, feedback and assessment; collaborative/networked learning with peers, guided study and induction.

Off-the-job training must be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. This evidence needs to be checked and signed by the assessor and employer.

Off-the-job learning may well be met through mentoring from experienced colleagues or staff from other premises or enrichment activity.

On-the-job training

Level 2 Pathway 1:

Minimum on the job Guided Learning Hours (GLH) that should be completed by the apprentice is 305 GLH.

Level 3 Pathway 1:

Minimum on-the-job Guided Learning Hours (GLH) that should be completed by the apprentice is 244 GLH.

How this requirement will be met

Level 2 Pathway 1:

On the job learning will mainly be achieved through learning towards elements of:

- Level 2 Certificate in Licensed Hospitality Skills
- Level 2 Certificate in Licensed Hospitality Operations

It is the provider/employers responsibility to ensure that GLH are recorded accurately.

Level 3 Pathway 1:

On-the-job learning will mainly be achieved through learning towards elements of:

- Level 3 Diploma in Licensed Hospitality Skills
- Level 3 Certificate in Licensed Hospitality Operations

It is the provider/employers responsibility to ensure that GLH are recorded accurately.

Wider key skills assessment and recognition (Wales)

Improving own learning and performance

Whilst the industry steering group and the employers consulted did not feel that this Wider Key Skill should be mandatory, the evidence for achievement of these Skills would naturally occur as part of the achievement of the competence, knowledge and Essential Skills Wales qualifications.

Providers are encouraged to introduce these Wider Key Skills as part of induction so that apprentices learn to recognise when they are achieving these Skills.

BIIAB has mapped the Wider Key Skills to the mandatory competence units and this map can be downloaded from: www.biiab.org

Working with others

Whilst the industry steering group and the employers consulted did not feel that this Wider Key Skill should be mandatory, the evidence for achievement of these Skills would naturally occur as part of the achievement of the competence, knowledge and Essential Skills Wales qualifications.

Providers are encouraged to introduce these Wider Key Skills as part of induction so that apprentices learn to recognise when they are achieving these Skills.

BIIAB has mapped the Wider Key Skills to the mandatory competence units and this map can be downloaded from: www.biiab.org

Problem solving

Whilst the industry steering group and the employers consulted did not feel that this Wider Key Skill should be mandatory, the evidence for achievement of these Skills would naturally occur as part of the achievement of the competence, knowledge and Essential Skills Wales qualifications.

Providers are encouraged to introduce these Wider Key Skills as part of induction so that apprentices learn to recognise when they are achieving these Skills.

BIIAB has mapped the Wider Key Skills to the mandatory competence units and this map can

be downloaded from: www.biiab.org

Additional employer requirements

There are no additional employer requirements for this framework.

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