

# apprenticeship FRAMEWORK

## Hospitality Management (Wales)

### IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 14 OCTOBER 2016

Modifications to SASW came into effect on 14 October 2016. These changes relate to the **Essential Skills and Employer Rights and Responsibilities** requirements of a framework and they **ONLY** apply to new Apprenticeship starts on, or after, 14th October. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

For more details of the changes and how they will affect new apprenticeship starts, please read the following preface page to the framework document. NB: Please check the "Revising a Framework" section for information on any additional changes that may have been made to this framework.

### Latest framework version?

Please use this link to see if this is the latest issued version of this framework:

[afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR03511](http://afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR03511)

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# CHANGES TO REQUIREMENTS FOR APPRENTICESHIP STARTS FROM 14TH OCTOBER 2016

These changes relate to the Essential Skills and Employer Rights and Responsibilities requirements of a framework and they ONLY apply to new Apprenticeship starts on, or after, 14th October 2016. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

## Alternatives for Essential Skill qualifications

**Foundation apprenticeships (Level 2):** Where Essential Skills qualifications are specified in a foundation apprenticeship framework (Level 2), the apprenticeship framework must specify as a Welsh certificate requirement, the acceptance of one of the following recognised proxy qualifications.

For Communication:

- a. GCSE or iGCSE qualification in English language or literature to at least grade G (Level 1 equivalent); or
- b. O Level qualification in English language or literature to at least grade E; or
- c. A/AS Level qualification in English language or literature to at least grade E; or
- d. SCQF Level 4 – Communication Core Skills (Oral communication and written communication); or
- e. SQA National 4 English; or
- f. Functional Skills or Key Skills literacy qualifications in English provided the proxy qualification(s) attained are at Level 1 or above.

For Application of Number:

- a. GCSE or iGCSE qualification in Mathematics to at least grade G (Level 1 equivalent); or
- b. O Level qualification in Mathematics to at least grade E; or
- c. A/AS Level qualification in Mathematics to at least grade E; or
- d. SCQF Level 4 – Numeracy Core Skill (Graphical Information and using number); or
- e. SQA National 4 Mathematics; or
- f. Functional Skills or Key Skills numeracy qualifications in Mathematics provided the proxy qualification(s) attained are at Level 1 or above.

**Apprenticeships (Level 3):** Where Essential Skills qualifications are specified in an apprenticeship framework (Level 3), the apprenticeship framework must specify as a Welsh certificate requirement, the acceptance of one of the following recognised proxy qualifications.

For Communication:

- a. GCSE or iGCSE qualification in English language or literature to at least grade C (Level 2 equivalent); or
- b. O Level Qualification in English language or literature to at least grade C; or
- c. A/AS Level qualification in English or literature to at least grade E; or
- d. SCQF Level 5 – Communication Core Skills (Oral communication and written communication); or
- e. SQA National 5 English; or
- f. Functional Skills or Key Skills literacy qualifications in English provided the proxy qualification(s) attained is at Level 2 or above.

For Application of Number:

- a. GCSE or iGCSE qualification in Mathematics to at least grade C (Level 2 equivalent); or
- b. O Level Qualification in Mathematics to at least grade C; or
- c. A/AS Level qualification in Mathematics to at least grade E; or
- d. SCQF Level 5 – Numeracy Core Skill (Graphical information and using number); or
- e. SQA National 5 Mathematics; or
- f. Functional Skills or Key Skills numeracy qualifications in Mathematics provided the proxy qualification(s) attained are at Level 2 or above.

**Higher Apprenticeships (Levels 4-7):** Essential Skills requirements are as for an apprenticeship frameworks at Level 3.

# CHANGES TO REQUIREMENTS FOR APPRENTICESHIP STARTS FROM 14TH OCTOBER 2016

## **Employer Rights and Responsibilities (ERR)**

The final modification to SASW is to Employer Rights and Responsibilities (ERR) which is no longer compulsory in frameworks. Please refer to the Employer Rights and Responsibilities section within the framework document to confirm specific requirements.

## **Additional Information**

It should be noted that SASW has also been modified to reflect existing improvements to Essential Skills Wales Qualifications. These improvements to ESW qualifications were signalled by the revised names:

- Essential Skills Wales Communication is now Essential Communication Skills (still 6 credits in size)
- Essential Skills Wales Application of Number Skills is now Essential Application of Number Skills (still 6 credits in size)
- Essential Skills Wales Information Communication Technology Skills is now Essential Digital Literacy Skills (still 6 credits in size)

Whilst there have been some amendments to the content of ESW qualifications, the most significant change has been to the assessment methodology for these qualifications.

From 1 January 2016, all new starts have had to follow the revised Essential Skill qualifications.

The updated version of SASW, and guidance documents, can be accessed here:

**<http://gov.wales/topics/educationandskills/skillsandtraining/apprenticeships/providers/?lang=en&dgd>**

Over the coming months, the Essential Skills section within AFO will be amended to reflect the SASW modifications and all current frameworks will be updated and reissued to incorporate these changes. In the meantime, if you are in any doubt as to the requirements of any framework then please contact the relevant Issuing Authority.

# Hospitality Management (Wales)

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# Framework summary

## Hospitality Management

### Higher Apprenticeship in Hospitality Management (Wales)

#### Pathways for this framework at level 4 include:

##### Pathway 1: Hospitality Management

###### Competence qualifications available to this pathway:

C1 - Level 4 Diploma in Hospitality Management (QCF)

###### Knowledge qualifications available to this pathway:

K1 - Level 4 Diploma in Principles of Hospitality Management (QCF)

K2 - Level 4 Diploma in Advanced Hospitality and Tourism Management (QCF)

###### 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:

### Instructus

The Apprenticeship sector for occupations in air conditioning, building services engineering, business and administration, cleaning, customer service, electro technical, electrical and electronic servicing, enterprise and business support, facilities management, heating and ventilating, housing, human resources and recruitment, industrial relations, leadership and management, marketing and sales (also includes contact centres and third sector), plumbing, property and refrigeration.

Issue number: 2	<b>This framework includes:</b>
Framework ID: FR03511	Level 4
Date this framework is to be reviewed by: 31/07/2017	This framework is for use in: <b>Wales</b>

## Short description

This Higher Apprenticeship framework at Level 4 has been developed by People 1st to meet the higher level skills needs of the Hospitality Industry and act as a progression route for apprentices undertaking the Hospitality and Catering, Craft Cuisine and Licenced Hospitality Apprenticeships. Higher Apprentices will train in a range of hospitality management job roles, such as deputy general manager, front office manager, operations or unit manager.

# Contact information

## Proposer of this framework

People 1st has developed this framework using a number of mechanisms for engaging with its employers. Specifically in Wales engagement and support for its development has come from the BHA (Wales), the Wales Tourism Alliance, Visit Wales, People 1st Cymru employer panel and the Pan Wales Hospitality Provider Group. Support has also been provided by the National Training Federation Wales, Colegau Cymru and the Welsh Government via its apprenticeship unit, qualifications department and through Visit Wales. Other UK wide employer working groups, networks, associations and other bodies with representation across the UK have also been consulted, for example, People 1st Chain Employer Group; People 1st Industry Panels; National skills Academy for Hospitality; Membership associations such as the Academy of Food and Wine Service and UK Housekeepers; Professional Bodies; Institute of Hospitality members; Industry Professional Body Forum; Provider and College Networks and Awarding Organisations. A number of Key UK employers were involved in the development of this framework, for example: Abode Hotels; Barceló Hotels; Compass; Jupiter Hotels; McDonalds; Mitchells & Butlers; Sodexo; Spirit Group; SSP (Select Service partnership); Victory Services Club; Whitbread; JD Wetherspoons; Weetwood Hall Conference Centre and Hotel. The units contained in the qualifications for this Higher Apprenticeship have been contextualised for the Hospitality Industry using the National Occupational Standards (NOS) for Leadership and Management developed by Skills CFA. Skills CFA is responsible for publishing this framework as developer of the NOS.

## Developer of this framework

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## Issuing Authority's contact details

Issued by: Instructus  
Issuer contact name: Dan Forbes  
Issuer phone: 020 7091 9620  
Issuer email: apprenticeships@skillsca.org



# Revising a framework

## Contact details

Who is making this revision: Susan Herd  
Your organisation: People 1st  
Your email address: frameworkreview@people1st.co.uk

## Why this framework is being revised

This framework is being updated to change the issuing authority contact name and also to amend the People 1st address and contact details.

## Summary of changes made to this framework

This framework is being updated to change the issuing authority contact name to Dan Forbes and also to amend the People 1st address and contact details.

## Qualifications removed

None

## Qualifications added

None

## Qualifications that have been extended

None

# Purpose of this framework

## Summary of the purpose of the framework

### Defining Apprenticeships

An Apprenticeship is a job with an accompanying skills development programme under an Apprenticeship Agreement designed by employers in the sector. It allows the apprentice to gain technical knowledge and real practical experience, along with essential and wider key skills, required for their immediate job and future career. These are acquired through a mix of learning in the workplace, formal off the job training and the opportunity to practice and embed new skills in a real work context. This broader mix differentiates the Apprenticeship experience from training delivered to meet narrowly focused job needs.

All apprentices commencing their Apprenticeship must have an Apprenticeship Agreement between the employer, the learning provider and the apprentice. This can be used to reinforce the understanding of the requirements of the Apprenticeship.

The minimum hours of employment for an apprentice should be at least 30 hours per week. By exception, where the individual's circumstances or the particular nature of employment in a given sector makes this impossible, then an absolute minimum of 16 hours must be met. In such cases the duration of the Apprenticeship should be extended.

On completion of the Apprenticeship, the apprentice must be able to undertake the full range of duties, in the range of circumstances appropriate to the job, confidently and competently to the standard set by the industry.

Claims for Apprenticeship Completion Certificates in Wales are managed through an online system called Apprenticeship Certificates Wales (ACW). <http://acwcerts.co.uk/>. This will specify the evidence required for claiming a completion certificate.

### The Hospitality Industry

The Hospitality industry covers hotels, restaurants, pubs, bars and nightclubs, hospitality services, youth/backpacker hostels, holiday centres and self-catering accommodation. It operates across well-known chains and in small businesses, including owner/operators, which make up just under three quarters of employers. The industry is a big employer and contributes around £1.63bn to the Welsh economy each year.

Hospitality in Wales needs to recruit 35,900 staff by the year 2020 to replace those who leave or retire. The industry is facing a number of key challenges to make sure that staff have the right skills and, once trained, they stay and develop their skills to fulfil their career ambitions, contributing to increased productivity and business profitability. The key challenges, which this framework will help to address include:

- although the industry is well known for providing training, only 3% of the training leads to formal qualifications which are nationally recognised and this is likely to have had an impact on staff motivation and retention;

- the industry finds it difficult to attract people who have the right skills for the job, mainly because there is a perception that the sector provides casual jobs, but does not offer long-term career opportunities. This leads to high staff turnover and increased costs on the business to replace those who leave or retire;
- whilst the industry employs a high percentage of young staff and the average age of a manager is under 30 years old in parts of the industry, over half of these managers do not have formal qualifications for their job and this framework provides a progression route into higher level management jobs;
- there are currently around 15,000 managers and projections estimate a further 6,100 being required by 2020. Management and leadership skills gaps continue to become more acute, despite the fact that over two-thirds of employers are carrying out training of their staff in this area;
- the industry relies on excellent customer service to provide a welcoming and pleasant experience for customers and these skills need to be improved so that customers continue to come back;
- the Hospitality industry needs to make the most of the available talent pool by attracting more males into front of house and housekeeping roles, in order to represent its customer base.

### **Employer support for the Hospitality Management Apprenticeship**

Apprenticeships are seen as critical by employers, as they are able to provide apprentices with a ready-made high quality programme which they have helped to design and which gives them the skills they need. These Apprenticeships will encourage entry into the industry, attracting those from diverse groups and provide progression pathways into higher level jobs and into Apprenticeships to upskill the workforce, where currently over half do not have formal qualifications for their job.

Employers have been supporting Hospitality and Catering Apprenticeships for a number of years with around 1,560 level 2 apprentices and 550 Level 3 apprentices starting the programme each year in Wales and this is set to increase. A key reason why the Level 4 pathway has been developed is so that learners will have a structured and recognised programme to follow which will provide opportunities to progress their career and learning in higher level jobs in the Hospitality Industry. By providing nationally recognised qualifications, employability skills and a career route into management, staff are more likely to be more motivated to stay which, in turn, helps businesses to increase their productivity and remain profitable.

## **Aims and objectives of this framework (Wales)**

### **Aim of this framework**

The aim of this framework is to attract and retain people into Hospitality from a wide range of backgrounds to replace those who leave or retire and provide employers with the skills they need in order to help increase productivity and profitability. Tourism and Hospitality is a key economic sector in Wales and research has indicated a growing demand for leadership and management training enabling businesses to both grow within and provide managers for the future benefit of both the business and sector as a whole.

**Objectives of this framework are to:**

1. Contribute to increasing productivity and performance by ensuring that staff have flexible entry routes at Levels 2, 3 and 4;
2. Provide a flexible entry route to attract and retain people in the Hospitality industry from under-represented groups, to ensure that the industry represents its customer base;
3. Provide small businesses with access to a high quality training programme to help their businesses remain profitable;
4. Contribute towards professionalising career pathways to jobs, training and qualifications into Level 4 and higher to aid retention;
5. To meet the growing demand by employers in Wales for management and leadership positions within the businesses.

# Entry conditions for this framework

Apprentices must have significant experience of working at a supervisory level to ensure that they have the necessary foundations on which to further build their knowledge, experience and skills. This can be demonstrated by a portfolio of evidence that they have the potential to complete the Apprenticeship.

Apprentices must also be willing to work unsocial hours.

Examples of entry conditions for this pathway include:

- Apprenticeship in Hospitality and Catering - Hospitality Supervision and Leadership pathway; OR
- Apprenticeship in Licensed Hospitality Management; OR
- Level 3 Certificate in Hospitality Business Management; OR
- Level 3 Diploma in Food and Beverage Supervision; OR
- Level 3 Diploma in Professional Cookery; OR
- Level 4 Certificate in Multiple Licensed Premises Management; OR
- a range of vocational qualifications related to the hospitality industry; OR
- Apprenticeship in Management; OR
- achieved GCSEs or A levels; OR
- Intermediate or advanced Welsh Baccalaureate

## Initial Assessment

Learning 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. This process will identify prior qualifications and experience which may count towards achievement of the framework. Where this is the case, apprentices will be encouraged to undertake new learning at a higher level and develop new skills.

## Level 4

Title for this framework at level 4

# Higher Apprenticeship in Hospitality Management (Wales)

### Pathways for this framework at level 4

Pathway 1: Hospitality Management

## Level 4, Pathway 1: Hospitality Management

### Description of this pathway

Higher Apprenticeship in Hospitality Management (Hospitality Management):

Total minimum credits: 114 representing:

- Competence qualification: 59 credits;
- Knowledge qualification: 37 credits.
- Essential Skills Wales Application of Number: 6 credits
- Essential Skills Wales Communication: 6 credits
- Essential Skills Wales IT: 6 credits

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

None in addition to the general entry conditions.

Job title(s)	Job role(s)
Deputy General Manager	Supporting the General Manager in running the business. Responsibilities include developing plans for improved service and financial performance, influencing and improving food service, monitoring day to day management and assessing departments.
Front Office Manager	Regular contact with the guests, welcoming and registering arrivals, answering queries, taking bookings, preparing bills and taking payments. Maintaining a close liaison with the housekeeping department. Encouraging guests to use the facilities available to them.
Operations Manager	Ensuring the effective day to day management of all operational aspects of the business, looking to ensure effective customer service is provided. Maximising profits and improving customer satisfaction through consistent delivery of the brand and effective management of on-site maintenance.
Unit Manager	Leading, managing and developing the team in achieving the set objectives. Leading the relationship with the client and continually reviewing the service standards and the food offer at the unit. Continually manage the image of the business in line with organisational standards.



# Qualifications

## Competence qualifications available to this pathway

C1 - Level 4 Diploma in Hospitality Management (QCF)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/6414/6	EDI	59	196 - 310	N/A
C1b	600/6626/X	City & Guilds	59	196 - 310	N/A
C1c	600/6684/2	Edexcel	59	196 - 310	N/A
C1d	600/8068/1	ICQ	59	196 - 310	N/A

## Knowledge qualifications available to this pathway

K1 - Level 4 Diploma in Principles of Hospitality Management (QCF)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/6260/5	EDI	37	231 - 240	N/A
K1b	600/6642/8	City & Guilds	37	231 - 240	N/A
K1c	600/6754/8	Edexcel	37	231 - 240	N/A
K1d	600/8069/3	ICQ	37	223 - 252	N/A

## Knowledge qualifications available to this pathway (cont.)

K2 - Level 4 Diploma in Advanced Hospitality and Tourism Management (QCF)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K2a	501/1429/3	Institute of Hospitality	66	280	N/A

## Combined qualifications available to this pathway

N/A

## Relationship between competence and knowledge qualifications

### All job roles in this pathway:

1. Competence qualification: Level 4 Diploma in Hospitality Management;
2. Employers have the choice of one of the following knowledge qualifications depending on the nature and size of the business:
  - **Knowledge qualification: Level 4 Diploma in Principles of Hospitality Management:** This qualification is more suited to those working in larger businesses and recognises that some decisions are beyond the limits of authority for those working at level 4.
  - **Knowledge qualification: Level 4 Diploma in Advanced Hospitality and Tourism Management:** This is aimed at those businesses who need their managers to have more of a wider strategic overview of the business. These are often smaller businesses where the manager at this level has more decision making powers and therefore requires a wider breadth of knowledge in their role.

The knowledge qualifications support key areas of knowledge development needed for apprentices in this role including:

- understanding the market in which an organisation operates;
- understanding leadership and management in hospitality organisations.

Apprentices who have already achieved competence and/or knowledge qualifications before entry to the Apprenticeship, must select options which will equip Apprentices with new skills and learning.

Apprentices do not have to select the same Awarding Organisation for both the competence and knowledge qualifications.

# Transferable skills (Wales)

## Essential skills (Wales)

	Minimum level	Credit value
Communication	2	6
Application of numbers	2	6
IT	2	6

## Progression routes into and from this pathway

### Progression into the Higher Level Apprenticeship in Hospitality Management:

It is expected that apprentices will have significant experience of working at a supervisory level, to ensure that they have the necessary requirements on which to further build their knowledge, experience and skills.

Examples of progression routes into this Apprenticeship include:

- Apprenticeship in Hospitality and Catering - Hospitality Supervision and Leadership pathway;
- Apprenticeship in Licensed Hospitality Management;
- Level 3 Certificate in Hospitality Business Management;
- Level 3 Diploma in Food and Beverage Supervision;
- Level 3 Diploma in Professional Cookery;
- Level 4 Certificate in Multiple Licensed Premises Management;
- a range of vocational qualifications related to the hospitality industry;
- Apprenticeship in Management;
- achieved GCSEs or A levels.
- Intermediate or Advanced Welsh Baccalaureate

Apprentices will undergo an initial assessment to identify prior learning and experience which may count towards the achievement of this Apprenticeship.

### Progression from the Higher Apprenticeship in Hospitality Management:

#### Jobs

- On completion of this Apprenticeship, the apprentice will be competent to work as Deputy

General Manager, Front Office Manager, Operations Manager or Unit Manager;

- Higher apprentices may be able to progress in their careers to Senior Management, Director or Chief Executive level role.

### **Higher Apprenticeships Level 5:**

- Higher Apprenticeship (Level 5) in Leadership and Management.

### **Higher Education**

- Degrees in Hospitality Management/International Hospitality Management;
- undertake management, business or other degrees including Bachelor or Master's Degree in Management & Leadership, Business and Business Management;
- specialised qualifications providing additional technical knowledge such as Master of Wine, Revenue Management, Financial Management, HACCP Beer and Cellar Quality.

### **Professional Body Membership:**

There is also the opportunity to join the Institute of Hospitality (IoH) where 'Member' status can be achieved through achievement of one of the knowledge qualifications in this framework (Level 4 Diploma in Advanced Hospitality and Tourism Management), as well as industry experience in a management or senior management post directly concerned with the hospitality, leisure and tourism industries, and/or in other relevant areas of work and have shown evidence of an ongoing commitment to Continuing Professional Development.

For more information about careers and qualifications in the Hospitality and Tourism Sectors visit: [www.hospitalityguild.co.uk](http://www.hospitalityguild.co.uk)

**UCAS points for this pathway: N/A**

# Employee rights and responsibilities

## ERR Delivery

The ERR unit (T/601/7214 - Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector) is included in the competence based qualification for this pathway and is a mandatory part of this framework. The apprentice's induction is an important way of meeting some of the ERR requirements and apprentices must cover health and safety at the beginning of the Apprenticeship.

## Recording

Providers must ensure that apprentices use an awarding organisation portfolio of evidence to record where and how they have learned about ERR. The Instructus Skills ERR workbook is available from the Instructus Skills E-learning portal ([elearning.instructus.org](http://elearning.instructus.org))

## Evidence of ERR

The ERR unit is contained within the competence-based qualification for the pathway, therefore, evidence for this will be the certificate for this qualification with the ERR unit listed on the certificate as having been completed. The competence certificate must be submitted to Skills CFA when applying for an Apprenticeship completion certificate, information that must be supplied to claim the completion certification can be download at: <http://www.skillsca.org/apprenticeships/certification-registration.html>

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

## How equality and diversity will be met

The Hospitality and Catering Industry is perceived as offering casual work which does not offer long-term career opportunities. This has resulted in a workforce which is transient and view parts of the industry as a temporary stop gap before moving on to other careers.

### **Age of the workforce**

The hospitality industry employs a young workforce, with those working as waiting staff and bar staff tending to be under 30. This is likely to be due to it not being seen as a career choice – some younger employees are doing the job as a ‘fill in’ until they find something they see as more permanent. The sector also has a high number of students as the hours and lifestyle suit them.

The food and service management, hospitality services and self-catering accommodation/holiday centre industries operate with a slightly different age profile of workers with over half of their workforces being over the age of 40. This is due to the industry employing people who tend to stay for longer. With self-catering accommodation/holiday centres, which includes B&Bs, 20% of the workforce is over 60. These are often run as a ‘lifestyle choice’ for older people who may have retired from another industry.

Those working in management roles tend to be older, particularly hotel and accommodation, as there is a trend for supervisors and managers to be promoted from within the industry after they have had experience. A relatively high proportion of managers of licensed premises and restaurant and catering managers are under the age of 30 and this is perhaps due to the high turnover rates in these industries – so many people leave that those that actually stay have a relative wealth of experience and therefore get promoted quickly.

### **Gender**

Some areas of food and service management in particular attract female workers who may be returning to the workplace after having children and find that the flexible work patterns are convenient to fit around family commitments. For hospitality managers (i.e. hotel and accommodation managers, conference and exhibition managers, restaurant and catering managers, publicans and managers of licensed premises) the split is roughly 50:50 male to female.

### **Ethnicity**

The sector as a whole is generally representative of the multicultural society in which we live, and has provided perhaps more opportunities for ethnic minorities to achieve economic success

than most sectors. Specific industries vary in terms of Black and Minority Ethnic (BME) employees with restaurants employing the highest proportion of BME workers (27%) but only 5% in pubs, bar and nightclubs. Reasons for this low take up are varied and could include the working hours required in this sector.

### Profile of apprentices

This is a new pathway at level 4, therefore, take up and achievement figures are not available yet, however, of those apprentices starting the Hospitality and Catering framework at levels 2 and 3 in 2010/11, male/female apprentices were a 50/50 balance which is encouraging.

### Actions to redress imbalances in the workforce

Our Apprenticeship Strategy includes raising awareness of the Hospitality Apprenticeships and careers in the industry. The aim is to encourage a wider range of applicants and to support them whilst they are training and includes:

- [www.hospitalityguild.co.uk](http://www.hospitalityguild.co.uk) (the People 1st website site containing information on jobs, careers and training in the sector) - the intention is that it will allow People 1st to track progress throughout the programme which may result in intervention to ensure the provider, employer or apprentice is given access to support;
- identifying employer champions;
- promoting Apprenticeship Awards to both providers and employers delivering the programme in the sector;
- producing a step-by-step guide to setting up an Apprenticeship Programme aimed at employers;
- DVD highlighting the benefits of an Apprenticeship to both employers and learners;
- working with employers and learning providers to develop case studies highlighting the Apprenticeship and its benefits which have been promoted via our website, external websites, events and newsletters;
- The Women 1st programme, which has developed a network of mentees and mentors as well as 'step-up' training programmes to help support more women reach more senior positions in the sector ( [www.people1st.co.uk/business-and-training-support/women-1st](http://www.people1st.co.uk/business-and-training-support/women-1st) );
- Employment 1st - nearly 30 large sector employers have signed up to the Service Academy approach, which larger employers felt was an opportunity to take pre-employment training into their own hands in order to maximise the employment opportunities of jobseekers, as well as to benefit smaller employers by providing trained and experienced individuals ([www.people1st.co.uk/business-and-training-support/employment-1st](http://www.people1st.co.uk/business-and-training-support/employment-1st)).

Apprenticeships are seen as a vital route to attract a greater diversity of individuals into the industry, therefore, entry conditions to this framework have been made extremely flexible. Mentoring has been recommended as part of off the job guided learning to offer additional support to increase the chances of apprentices achieving the framework and staying with the



employer.

Training providers and employers MUST comply with the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to and promotion within, the Industry, using the 9 protected characteristics of:

1. Age
2. Disability
3. Gender
4. Gender reassignment
5. Marriage and civil partnerships
6. Pregnancy and maternity
7. Race
8. Religion and Belief
9. Sexual orientation

Download the guidance on the Equality Act here:

<http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/>

People 1st will monitor take up and achievement of all Apprenticeships through its industry expert groups and take steps to address any barriers to take up and achievement.

# On and off the job training (Wales)

## Summary of on- and off-the-job training

### TOTAL ON AND OFF THE JOB TRAINING HOURS

Pathway 1 Hospitality Management

Minimum 599 on and off the job training hours

## Off-the-job training

### OFF THE JOB TRAINING HOURS

Pathway 1 - Hospitality Management

Minimum 403 off the job training hours

## How this requirement will be met

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.

### Previous attainment

Where a learner enters an apprenticeship agreement having previously attained parts or all of the relevant qualifications, this prior learning needs to be recognised using either QCF credit transfer for achievement within the QCF; or through recording of exemptions for certified learning outside of the QCF.

For apprentices who have already achieved the relevant qualifications, they must have been certified within three years of applying for the Apprenticeship Certificate.

### Previous experience

Where a learner enters an apprenticeship agreement with previous work-related experience, this prior learning needs to be recognised (See QCF guidance on claiming credit for further

details). To count towards apprenticeship certification, previous experience must be recorded using the appropriate awarding organisation's CQFW 'Recognition of prior learning' (RPL) procedures and the hours recorded may then count towards the off-the-job hours required to complete the apprenticeship.

For apprentices with prior uncertified learning experience, the off-the-job learning must have been acquired within three years of application for the apprenticeship certificate or have been continuously employed in the relevant job role in the industry for three years duration.

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;
- Mentoring often increases the chances of apprentices completing the programme, therefore as a guide, it is recommended that about one hour a week is included, although some apprentices will need more time at the beginning of the programme and less time as they progress.

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.

### **How this requirement will be met:**

Pathway 1 - Hospitality Management: minimum training hours 223 for the knowledge qualification, 180 training hours for the three Essential Skills Wales.

Evidence of off the job training hours for pathway 1

- Level 4 knowledge certificate
- Level 2 Essential Skills Wales certificates for Communication, Application of Numbers and IT.

## **On-the-job training**

### **ON THE JOB TRAINING HOURS**

Pathway 1 - Hospitality Management

Minimum 196 on the job training hours

## How this requirement will be met

On the job training hours should;

- achieve clear and specific outcomes which contribute directly to the successful achievement of the framework and this may include accredited and non-accredited elements of the framework; 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

## How this requirement will be met

Pathway 1 - Hospitality Management minimum 196 training hours for the competency qualification.

Evidence for on the job training hours for Pathway 1

- Certificate for the competence qualification which embeds ERR and shows this as having been completed.

# Wider key skills assessment and recognition (Wales)

## Improving own learning and performance

Whilst 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.

## Working with others

Whilst 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.

## Problem solving

Whilst 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.

# Additional employer requirements

There are no additional employer requirements.

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