

apprenticeship FRAMEWORK

Hospitality and Catering (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=FR03723

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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 and Catering (Wales)

Contents

Framework summary	5
Framework information	9
Contact information	10
Revising a framework	12
Purpose of the framework	14
Entry conditions	17
Level 2: Apprenticeship in Hospitality and Catering	19
Pathway 1: Hospitality Services	20
Pathway 2: Food and Beverage Service	29
Pathway 3: Food Production and Cooking	45
Pathway 4: Professional Cookery	57
Pathway 5: Housekeeping	74
Pathway 6: Front of House Reception	83
Pathway 7: Chefs in the Licensed Hospitality Industry	92
Level 3: Apprenticeship in Hospitality and Catering	100
Pathway 1: Professional Cookery	101
Pathway 2: Patisserie and Confectionery	111
Pathway 3: Hospitality Supervision and Leadership	119
Pathway 4: Hospitality Retail Outlet Supervision	128
Equality and diversity	135
On and off the job training	138
Wider key skills	144
Additional employer requirements	146

Framework summary

Hospitality and Catering

Apprenticeship in Hospitality and Catering

Pathways for this framework at level 2 include:

Pathway 1: Hospitality Services

Competence qualifications available to this pathway:

C1 - Level 2 NVQ Diploma in Hospitality Services

Knowledge qualifications available to this pathway:

K1 - Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services)

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Pathway 2: Food and Beverage Service

Competence qualifications available to this pathway:

C1 - Level 2 NVQ Diploma in Food and Beverage Service

C2 - Level 2 NVQ Diploma in Beverage Service

C3 - Level 2 NVQ Diploma in Food Service

Knowledge qualifications available to this pathway:

K1 - Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service)

K2 - Level 2 Certificate in Hospitality and Catering Principles (Beverage Service)

K3 - Level 2 Certificate in Hospitality and Catering Principles (Food Service)

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Pathway 3: Food Production and Cooking

Competence qualifications available to this pathway:

C1 - Level 2 NVQ Diploma in Food Production and Cooking

C2 - Level 2 NVQ Diploma in Kitchen Services

Knowledge qualifications available to this pathway:

K1 - Level 2 Certificate in Hospitality and catering Principles (Food Production and Cooking)

K2 - Level 2 Certificate in Hospitality and Catering Principles (Kitchen Services)

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Pathway 4: Professional Cookery

Competence qualifications available to this pathway:

- C1 - Level 2 NVQ Diploma in Professional Cookery
- C2 - Level 2 NVQ Diploma in Professional Cookery (Bangladeshi cuisine)
- C3 - Level 2 NVQ Diploma in Professional Cookery (Chinese cuisine)
- C4 - Level 2 NVQ Diploma in Professional Cookery (Indian cuisine)
- C5 - Level 2 NVQ Diploma in Professional Cookery (Thai cuisine)
- C6 - Level 2 NVQ Diploma in Professional Cookery (Preparation and Cooking)

Knowledge qualifications available to this pathway:

- K1 - Level 2 Certificate in Hospitality and Catering Principles (Professional Cookery)
- K2 - Level 2 Certificate in Hospitality and Catering Principles (Professional Cookery - Bangladeshi Cuisine)
- K3 - Level 2 Certificate in Hospitality and Catering Principles (Professional Cookery ? Chinese Cuisine)
- K4 - Level 2 Certificate in Hospitality and Catering Principles (Professional Cookery ? Indian Cuisine)
- K5 - Level 2 Certificate in Hospitality and Catering Principles (Professional Cookery ? Thai Cuisine)
- K6 - Level 2 Certificate in Hospitality and Catering Principles (Professional Cookery - food preparation and cooking)

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Pathway 5: Housekeeping

Competence qualifications available to this pathway:

- C1 - Level 2 NVQ Diploma in Housekeeping

Knowledge qualifications available to this pathway:

- K1 - Level 2 Certificate in Hospitality and Catering Principles (Housekeeping)

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Pathway 6: Front of House Reception

Competence qualifications available to this pathway:

- C1 - Level 2 NVQ Diploma in Front of House Reception

Knowledge qualifications available to this pathway:

- K1 - Level 2 Certificate in Hospitality and Catering Principles (Front of House Reception)

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Pathway 7: Chefs in the Licensed Hospitality Industry

Competence qualifications available to this pathway:

C1 - Level 2 Certificate in Pub Chef Skills

Knowledge qualifications available to this pathway:

K1 - Level 2 Certificate in Pub Chef Operations

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Hospitality and Catering

Apprenticeship in Hospitality and Catering

Pathways for this framework at level 3 include:

Pathway 1: Professional Cookery

Competence qualifications available to this pathway:

C1 - Level 3 NVQ Diploma in Professional Cookery

C2 - Level 3 NVQ Diploma in Professional Cookery (Preparation and Cooking)

Knowledge qualifications available to this pathway:

K1 - Level 3 Certificate in Hospitality and Catering Principles (Professional Cookery)

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Pathway 2: Patisserie and Confectionery

Competence qualifications available to this pathway:

C1 - Level 3 NVQ Diploma in Professional Cookery (Patisserie and Confectionery)

Knowledge qualifications available to this pathway:

K1 - Level 3 Certificate in General Patisserie and Confectionery

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Pathway 3: Hospitality Supervision and Leadership

Competence qualifications available to this pathway:

C1 - Level 3 NVQ Diploma in Hospitality Supervision and Leadership

Knowledge qualifications available to this pathway:

K1 - Level 3 Award in Hospitality Supervision and Leadership Principles

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Pathway 4: Hospitality Retail Outlet Supervision

Competence qualifications available to this pathway:

C1 - Level 3 Certificate in Hospitality Retail Outlet Management (QCF)

Knowledge qualifications available to this pathway:

K1 - Level 3 Certificate in Principles of Hospitality Retail Outlet 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:

People 1st

Apprenticeship sector for occupations in hospitality, catering, retail, leisure, travel, tourism and passenger transport.

Issue number: 11	This framework includes:
Framework ID: FR03723	Level 2 Level 3
Date this framework is to be reviewed by: 31/07/2017	This framework is for use in: Wales

Short description

This is a high quality, prestigious learning and development programme, valued by employers in Wales. Foundation Apprentices can choose from multi skilled jobs in hospitality services or train as housekeepers, front of house receptionists, waiters/silver service waiters, bar person, kitchen assistants, cooks or chefs. They will work in a range of kitchens, fast food outlets and restaurants, offering a variety of cuisines. Apprentices will train as sous/senior chefs, specialise in pastry and confectionery, head housekeeper/receptionist, or managers in hotels, restaurants, pubs, bars and clubs.

Contact information

Proposer of this framework

This framework was developed in Wales by employers in the Hospitality and Catering sector who worked closely with People 1st on its development. The need for an apprenticeship framework at levels 2 and 3 has been identified through the sector qualifications strategy. The framework was proposed to develop a standardised, formalised, nationally recognised training programme, a nationally recognised career pathway and to address some of the skills, recruitment and retention issues in the sector. The level 3 apprenticeship also enables progression from the level 2 apprenticeship.

The pathway for Chefs in the Licensed Hospitality Industry has been developed by BIIAB with an industry steering group composed of the following organisations:

Spirit Pub Company
Greene King
Fredric Robinson brewery
British Beer and Pub Association
Charnwood Training
Punch Taverns
Hall and Woodhouse Brewery

The pathway has been included following feedback from industry partners and learners that a licensed industry Chef specific pathway was needed to cover the fundamental issues that related to the job roles.

The Hospitality Retail Outlet Supervision has been added following a review with industry partners and learning providers and will cover those aspiring to or working as team leaders or supervisors in hospitality retail outlets.

Developer of this framework

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Revising a framework

Contact details

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Why this framework is being revised

This framework is being revised to add new qualifications..

Summary of changes made to this framework

This framework is being revised to add new qualifications.

Qualifications removed

None

Qualifications added

Level 2

- 601/8248/9 - Open College Network West Midlands Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service)
- 601/8247/7 - Open College Network West Midlands Level 2 NVQ Diploma in Food and Beverage Service
- 601/8250/7 - Open College Network West Midlands Level 2 Certificate in Hospitality and Catering Principles (Food service)
- 601/8249/0 - Open College Network West Midlands Level 2 NVQ Diploma in Food Service
- 601/8008/0 - Agored Cymru Level 2 NVQ Diploma in Hospitality Services
- 601/8009/2 - Agored Cymru Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services)
- 601/8010/9 - Agored Cymru Level 2 NVQ Diploma in Food and Beverage Service
- 601/8013/4 - Agored Cymru Level 2 NVQ Diploma in Food Production and Cooking

- 601/8018/3 - Agored Cymru Level 2 Certificate in Hospitality and Catering Principles (Kitchen Services)
- 601/8019/5 - Agored Cymru Level 2 NVQ Diploma in Housekeeping
- 601/8011/0 - Agored Cymru Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service)
- 601/8014/6 - Agored Cymru Level 2 NVQ Diploma in Kitchen Services
- 601/8017/1 - Agored Cymru Level 2 Certificate in Hospitality and Catering Principles (Food Production and Cooking)
- 601/8020/1 - Agored Cymru Level 2 Certificate in Hospitality and Catering Principles (Housekeeping)

Level 3

- 601/7882/6 - NCFE level 3 Award in Hospitality Supervision and Leadership Principles
- 601/7883/8 - NCFE Level 3 NVQ Diploma in Hospitality Supervision and Leadership

Qualifications that have been extended

None

Purpose of this framework

Summary of the purpose of the framework

The Hospitality and Catering Industry covers hotels, restaurants, pubs, bars and nightclubs, contract catering, 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, with the restaurant industry alone employing two thirds of a million people.

Hospitality is part of the wider leisure, travel and tourism sector which needs to recruit 40,100 managers, chefs, waiting and bar staff and catering assistants in Wales by the year 2017 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, that they stay and develop their skills to fulfil their career ambitions, contributing to increased productivity and business profitability.

*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;
- chef skills are in short supply, with increasing consumer demand for meals which are cooked from scratch using fresh ingredients in mainstream restaurants and pubs and specialist skills for those working in Asian and Oriental cuisines;
- 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 and Catering Industry needs to make the most of the talent pool in order to represent its customer base, by attracting more males into front of house and housekeeping roles.

Apprenticeships are seen as critical by employers, as they provide a ready-made high quality programme which they have helped to design and which gives them the skills they need. By providing nationally recognised qualifications, employability skills and a career route into management, staff are more likely to be more motivated to stay, helping businesses to increase productivity and remain profitable.

We have consulted with employers and partners who indicated that ICT would be relevant to the non food pathway in the Hospitality Services level 2 route and at level 3 for the Hospitality Supervision and Leadership route only. However, they would be looking for something that would be compatible with their in house systems, otherwise it would not be seen as relevant. ICT is not directly relevant to effective performance to the food pathways due to the nature of the jobs and the fact that they may not use computer systems in their role.

It was therefore felt that the ICT transferable skill should not be included in the apprenticeship programme.

Apprentices at level 2 work in a range of jobs including multi skilled roles in hospitality services where they will be an all rounder or specialise in housekeeping and front of house reception or can train as waiters/silver service waiters and bar person. Kitchen assistants, cooks and chefs will work in a range of large and small kitchens including the NHS, Armed Services and schools, fast food outlets and restaurants offering a variety of cuisines and fine dining, including Asian and Oriental cuisines.

At level 3 there are opportunities to work as Apprentices as a Sous Chef or Senior Chef or specialise in pastry and confectionery. The Hospitality Supervision and Leadership pathway provides training to become Head Housekeeper, Head Receptionist, Hotel Manager or a supervisor/manager in a restaurant or pub chain. The Hospitality Retail Outlet Supervision pathway provides training to become a team leader or supervisor of a hospitality retail outlet.

This Apprenticeship builds on the success of the previous apprenticeship, by updating the qualifications to respond to the changing expectations of customers, addressing the skills needs of employers and meets the requirements of the new Specification for Apprenticeships in Wales. The framework will also contribute to meeting the skills priorities for Wales by:

- providing flexible access to a high quality Level 2 and 3 skills programme, as a real alternative to academic qualifications , for those who prefer this style of learning and achievement;
- incorporating skills to improve the levels of general literacy, numeracy in Wales;
- using technical and competence qualifications, valued by employers, to help their businesses grow;
- developing Apprentice's employability skills, making them more attractive to all employers whichever career they choose;
- providing a career pathway into jobs and training at intermediate and higher level, to provide the skills which the economy needs to grow;
- building on the existing quality learning provision for the Hospitality and Catering Industry in Wales.

Aims and objectives of this framework (Wales)

Aim of the framework

The aim of this framework is to attract new people into Hospitality and Catering in Wales, from a wide range of backgrounds to replace those who leave or retire and to provide employers with the chef, customer service, team working, employability and management and leadership skills they need to help increase productivity and profitability.

Objectives of this framework are to:

1. contribute to increasing productivity and performance by ensuring that staff have chef, customer service, team working, employability, management and leadership skills;
2. provide a flexible entry route to attract and retain people in the Hospitality and Catering Industry in Wales from under-represented groups, to ensure that the industry represents its customer base;
3. provide small businesses in Wales with access to a high quality training programme to help their businesses remain profitable;
4. contribute towards professionalising the Industry by providing career pathways to jobs at level 4 and higher to aid retention and to fill management and leadership skills gaps.

Please click here to download the Skills that work for Wales strategy:

<http://wales.gov.uk/docs/dcells/publications/081217stfwstrategyandactionen.pdf>

Entry conditions for this framework

Employers wish to attract as wide a range of people as possible. This is why there are no specific requirements to have completed any prior qualifications. However, they are particularly interested in those who have a keen interest in providing excellent customer service and in working as part of a team, have a “can do attitude” and have high standards of personal hygiene.

Applicants will need basic communication skills on which this apprenticeship will build, be excellent timekeepers and be willing to work unsociable hours, in often hot , busy and noisy premises.

Other conditions:

Some pathways may require serving of alcohol.

Chefs in the Licensed Hospitality Industry apprentices must be aged 16 or over.

For Hospitality Retail Outlet Supervision at level 3 then it is expected that apprentices will have:-

- * At least nine months experience of working in the hospitality industry, OR
- Completion of a level 2 apprenticeship in hospitality

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.

Proxies and Relaxations

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. Refer to the on and off the job training section for guidance about prior attainment and achievement. In the meantime, this is a short summary:

There are no relaxations or proxies for any qualifications specified in a framework in SASW, however, providers are encouraged to identify additional on-the-job training programmes that customise the learning to the new workplace.

1. Essential Skills Wales.

- If applicants already have GCSEs in English, Maths and/or Information and Communications Technology (ICT) they still have to do the Essential Skills Wales at the relevant level as these

are new qualifications and proxies do not exist.

- Up to the 31 August 2011, if applicants already have achieved Key Skills at the relevant level, they will not have to do the relevant Essential Skills Wales ESW), however, apprentices can be encouraged to complete ESW at a higher level if appropriate.

2. Knowledge qualifications.

If applicants already have one of the Level 2 KNOWLEDGE qualifications before they started their Apprenticeship, (see knowledge qualifications page in this framework) they can count this and do not have to redo the qualification, providing that they have achieved this qualification within three years of applying for the apprenticeship certificate. For example they may have already achieved the KNOWLEDGE element as part of the Welsh Baccalaureate. The hours they spent gaining this qualification will also count towards the minimum hours required for this framework.

3. Competence qualifications.

If applicants already have the Level 2 COMPETENCE qualification for the Apprenticeship they do not have to repeat this qualification, however, this qualification must have been achieved within three years of applying for the apprenticeship certificate and they will still have to demonstrate competence in the workplace.

4. Prior experience.

Applicants already working in the sector will be able to have their prior experience recognised by the Awarding Organisation and this will count towards the competence and the knowledge qualifications in this framework.

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.

Level 2

Title for this framework at level 2

Apprenticeship in Hospitality and Catering

Pathways for this framework at level 2

Pathway 1:	Hospitality Services
Pathway 2:	Food and Beverage Service
Pathway 3:	Food Production and Cooking
Pathway 4:	Professional Cookery
Pathway 5:	Housekeeping
Pathway 6:	Front of House Reception
Pathway 7:	Chefs in the Licensed Hospitality Industry

Level 2, Pathway 1: Hospitality Services

Description of this pathway

Hospitality and Catering (Hospitality Services)

Total credit value of pathway - 64 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)
Team member (Hospitality) - suitable to those that deal with small-site accommodation services where a set of skills allow them to perform a large range of functions. Some bigger chains in the mainstream Food Preparation and Cooking sector may also use this route to multi-skill their team members.	Customer service, food safety, team working food preparation and cooking, food and beverage services, front of house reception and housekeeping.

Qualifications

Competence qualifications available to this pathway

C1 - Level 2 NVQ Diploma in Hospitality Services					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9981/4	City and Guilds	37	266 - 305	N/A
C1b	500/9215/7	Education Development International plc	37	266 - 305	N/A
C1c	500/9951/6	Edexcel	37	266 - 305	N/A
C1d	600/2474/4	SQA	37	266 - 305	N/A
C1e	600/4605/3	VTCT	37	266 - 305	N/A
C1f	600/8556/3	iCQ	37	266 - 305	N/A
C1g	601/6212/0	BIIAB	37	266 - 305	N/A
C1h	601/6387/2	TQUK	37	266 - 305	N/A
C1i	601/8008/0	Agored Cymru	37	266 - 305	N/A

Knowledge qualifications available to this pathway

K1 - Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/0851/9	City & Guilds	15	105 - 141	N/A
K1b	600/0852/0	Edexcel	15	105 - 141	N/A
K1c	600/2672/8	SQA	15	105 - 141	N/A
K1d	600/4582/6	LAO	15	105 - 141	N/A
K1e	600/4494/9	VTCT	15	105 - 141	N/A
K1f	600/8557/5	ICQ	15	105 - 141	N/A
K1g	601/6243/0	BIIAB	15	105 - 141	N/A
K1h	601/6386/0	TQUK	15	105 - 141	N/A
K1i	601/8009/2	Agored Cymru	15	105 - 141	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. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Giving customers a positive impression
- Principles of customer service in hospitality, leisure, travel and tourism

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Team Member in the sector.

Transferable skills (Wales)

Essential skills (Wales)

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

Progression routes into and from this pathway

Progression into this pathway

This will be from a range of routes, including:

- record of achievement from school
- awards such as the Duke of Edinburgh or similar
- employment - general or related to the hospitality, leisure, travel and tourism or retail industries
- evidence of work experience/voluntary work or non accredited training/qualifications through a portfolio or skills passport for the industry (www.hospitalityguild.co.uk)
- Entry level Certificate in Introduction to the Hospitality Industry
- Entry level Award in Introduction to the Hospitality Industry
- Level 1 Certificate in Introduction to the Hospitality Industry
- Level 1 Award in Introduction to the Hospitality Industry
- Level 1 Certificate in introduction to employment in the Hospitality Industry (pre employment)
- Level 1 Certificate in investigating the Hospitality Industry
- Level 1 Certificate in Food and Beverage Services
- Level 1 NVQ Certificate in Hospitality Services
- Welsh Baccalaureate including Principal Learning Qualifications in Hospitality or Retail Business
- a range of vocational qualification(s) including Customer Service, Hospitality and Catering or Travel and Tourism
- academic qualifications such as GCSEs

Please note that where there may be a link between the Foundation Apprenticeship and the

Welsh Baccalaureate Qualification in terms of the qualifications studied, the 'On and off the job training' section provides information on recognising and documenting prior learning.

Progression from this pathway

Apprenticeships:

- Apprenticeship in Business and Administration or Customer Service (subject to entry requirements for these apprenticeship programmes)
- Other Level 3 Apprenticeships such as Hospitality and Catering (Hospitality Supervision and Leadership)

Jobs:

- Supervisory positions with possible routes to eventual owner/manager of smaller hotels or bed and breakfast establishments.
- This route can also be used for Team Members within a Food Prep and Cooking franchise/chain, and can lead to Supervisory positions within this environment.

Further Education:

- Level 2 Diploma in Professional Food and Beverage Service
- Specialist qualifications in Beverage and Licensed Hospitality
- Level 2 Certificate in Front Office Operations
- Units specific to Housekeeping
- Level 1 Diploma in Introduction to Professional Cookery
- Level 2 or 3 Diploma in Hospitality

For more information about careers and qualifications available in the Hospitality, Leisure, Travel and Tourism sectors visit: www.hospitalityguild.co.uk

Employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

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 all pathways and is a mandatory part of this framework.

The nine national outcomes/standards for ERR require the apprentice to:

- Know and understand employment law and legislation that may affect their work. This includes discrimination, equality, health and safety and knowing what the employer's responsibilities and duties are
- Know and understand procedures and documentation within their organisation, which recognise and protect their working relationships. This includes health and safety and equality and diversity
- Know and understand the range or sources of information and advice available to them, including Access to Work and Additional Learning and Support
- Understand the role their organisation plays in the industry
- Have an informed view of the different career pathways/opportunities available to them
- Know the types of representative bodies or organisations and their relevance to their employment/industry
- Know where and how to get information and advice on their industry, occupation, training and career
- Work within their organisation's principles and codes of practice
- Recognise issues that may be of public concern that could affect their organisation and/or industry

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.

Evidence of ERR

The ERR unit is contained within the competence qualification for all pathways; therefore, evidence for this will be the certificate for this qualification. The competence certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate,

together with a signed completion certificate claim form. This can be downloaded directly from ACW: <https://acwcerts.co.uk/web/apprentice-application-form>

Level 2, Pathway 2: Food and Beverage Service

Description of this pathway

Hospitality and Catering (Food and Beverage Service)

Total minimum credit value of pathway: 62 credits

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

None other than general entry requirements

Job title(s)	Job role(s)
Waiter or Silver Service Waiter (Food and Beverage)	Taking food and drink orders, maintaining a high standard of customer care and taking opportunities to maximise sales in a discreet manner, ensure that tables are cleaned quickly and efficiently, preparing and checking bills and receiving payment
Waiter or Silver Service Waiter (Food Services)	Taking food orders, maintaining a high standard of customer care and taking opportunities to maximise sales in a discreet manner, ensure that tables are cleaned quickly and efficiently, preparing and checking bills and receiving payment
Bar/cellar person	Help set up the bar area, stock the shelves and refrigerators, prepare garnishes, serve snacks and a wide range of alcoholic/non alcoholic drinks, take payment, clear tables, washing glasses, and clear up after service.

Qualifications

Competence qualifications available to this pathway

C1 - Level 2 NVQ Diploma in Food and Beverage Service					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9544/4	City & Guilds	37	279 - 291	N/A
C1b	500/9715/5	Education Development International plc	37	279 - 291	N/A
C1c	500/9937/1	Edexcel	37	279 - 291	N/A
C1d	600/2313/2	LAO	37	279 - 291	N/A
C1e	600/2604/1	Skillsfirst	37	279 - 291	N/A
C1f	600/2387/9	SQA	37	279 - 291	N/A
C1g	600/3799/4	iCQ	37	279 - 291	N/A
C1h	600/4487/1	VTCT	37	279 - 291	N/A
C1i	600/7991/5	HABC	37	279 - 291	N/A
C1j	601/5687/9	BIIAB	37	279 - 291	N/A
C1k	601/6392/6	TQUK	37	279 - 291	N/A
C1l	601/8247/7	Open College Network West Midlands	37	274	N/A

C1m	601/8010/9	Agored Cymru	37	279 - 201	N/A
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Competence qualifications available to this pathway (cont.)

C2 - Level 2 NVQ Diploma in Beverage Service					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C2a	500/9546/8	City and Guilds	37	266 - 274	N/A
C2b	500/9569/9	Education Development International plc	37	266 - 274	N/A
C2c	500/9903/6	Edexcel	37	266 - 274	N/A
C2d	600/2314/4	LAO	37	266 - 274	N/A
C2e	600/2386/7	SQA	37	266 - 274	N/A
C2f	600/7814/5	HABC	37	266 - 274	N/A
C2g	601/5686/7	BIIAB	37	266 - 274	N/A
C2h	601/6391/4	TQUK	37	266 - 274	N/A

Competence qualifications available to this pathway (cont.)

C3 - Level 2 NVQ Diploma in Food Service					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C3a	500/9587/0	City and Guilds	37	294 - 309	N/A
C3b	600/2057/X	LAO	37	294 - 309	N/A
C3c	600/2466/5	SQA	37	294 - 309	N/A
C3d	600/3102/5	Skillsfirst	37	294 - 309	N/A
C3e	600/1728/4	Edexcel	37	294 - 309	N/A
C3f	600/4635/1	VTCT	37	294 - 309	N/A
C3g	600/7825/X	HABC	37	294 - 309	N/A
C3h	601/5689/2	BIIAB	37	294 - 309	N/A
C3i	601/6394/X	TQUK	37	294 - 309	N/A
C3j	601/8249/0	Open College Network West Midlands	37	267	N/A

Knowledge qualifications available to this pathway

K1 - Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/0841/6	City & Guilds	16	110 - 153	N/A
K1b	600/0847/7	Edexcel	16	110 - 153	N/A
K1c	600/2706/X	LAO	16	110 - 153	N/A
K1d	600/2758/7	Skillsfirst	16	110 - 153	N/A
K1e	600/2391/0	SQA	16	110 - 153	N/A
K1f	600/4414/7	iCQ	16	110 - 153	N/A
K1g	600/4488/3	VTCT	16	110 - 153	N/A
K1h	600/8002/4	HABC	16	110 - 153	N/A
K1i	601/5682/X	BIIAB	16	114 - 153	N/A
K1j	601/6382/3	TQUK	16	110 - 153	N/A
K1k	601/8248/9	Open College Network West Midlands	16	116	N/A
K1l	601/8011/0	Agored Cymru	16	110 - 153	N/A

K2 - Level 2 Certificate in Hospitality and Catering Principles (Beverage Service)					
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No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K2a	600/0848/9	City & Guilds	13	91 - 108	N/A
K2b	600/0995/0	Edexcel	13	91 - 108	N/A
K2c	600/2709/5	LAO	13	91 - 108	N/A
K2d	600/2469/0	SQA	13	91 - 108	N/A
K2e	600/7919/8	HABC	13	91 - 108	N/A
K2f	601/5694/6	BIIAB	13	91 - 108	N/A
K2g	601/6381/1	TQUK	13	91 - 108	N/A

Knowledge qualifications available to this pathway (cont.)

K3 - Level 2 Certificate in Hospitality and Catering Principles (Food Service)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K3a	600/0834/9	City & Guilds	14	100 - 128	N/A
K3b	600/0890/8	Edexcel	14	100 - 128	N/A
K3c	600/2710/1	LAO	14	100 - 128	N/A
K3d	600/3149/9	Skillsfirst	14	100 - 128	N/A
K3e	600/2390/9	SQA	14	100 - 128	N/A
K3f	600/4491/3	VTCT	14	100 - 128	N/A
K3g	600/7801/7	HABC	14	100 - 128	N/A
K3h	601/5681/8	BIIAB	14	100 - 128	N/A
K3i	601/6384/7	TQUK	14	100 - 128	N/A
K3j	601/8250/7	Open College Network West Midlands	14	120	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. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Giving customers a positive impression
- Food safety in catering
- Principles of customer service in hospitality, leisure, travel and tourism

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Waiter or Silver Service Waiter (Food and Beverage).

K2 provides the underpinning knowledge and understanding for C2. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Giving customers a positive impression
- Principles of customer service in hospitality, leisure, travel and tourism

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Bar/cellar person.

K3 provides the underpinning knowledge and understanding for C3. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Giving customers a positive impression
- Food safety in catering
- Principles of customer service in hospitality, leisure, travel and tourism

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Waiter or Silver Service Waiter (Food Services).

Transferable skills (Wales)

Essential skills (Wales)

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

Progression routes into and from this pathway

Progression into this pathway

This will be from a range of routes, including:

- record of achievement from school
- awards such as the Duke of Edinburgh or similar
- employment - general or related to the hospitality, leisure, travel and tourism or retail industries
- evidence of work experience/voluntary work or non accredited training/qualifications through a portfolio or skills passport for the industry (www.hospitalityguild.co.uk)
- Entry level Certificate in Introduction to the Hospitality Industry
- Entry level Award in Introduction to the Hospitality Industry
- Level 1 Certificate in Introduction to the Hospitality Industry
- Level 1 Award in Introduction to the Hospitality Industry
- Level 1 Certificate in introduction to employment in the Hospitality Industry (pre employment)
- Level 1 Certificate in investigating the Hospitality Industry
- Level 1 Certificate in Food and Beverage Services
- Level 1 NVQ Certificate in Hospitality Services
- Welsh Baccalaureate including Principal Learning Qualifications in Hospitality or Retail Business
a range of vocational qualification(s) including Customer Service, Hospitality and Catering or Travel and Tourism
- academic qualifications such as GCSEs

Please note that where there may be a link between the Foundation Apprenticeship and the

Welsh Baccalaureate Qualification in terms of the qualifications studied, the 'on and off the job training' section provides information on recognising and documenting prior learning.

Progression from this pathway

Other pathways:

There are clear progression routes from the Food and Beverage Service to the Beverage Service pathway within this apprenticeship.

Apprenticeships:

- Apprenticeship in Hospitality and Catering - Hospitality Supervision and Leadership Route.

Jobs:

- Shift/Team Leader, Head of Waiting Staff moving on to roles such as Food and Beverage Manager, Conference and Banqueting Manager, Restaurant Manager and eventually into general management roles
- Assistant Bar Manager and eventually to Bar Manager or Publican, Regional Manager within chains, and ultimately General Management.

Further Education:

A range of qualifications including:

- Level 2 Diploma in Professional Food and Beverage Service
- Specialist qualifications in Beverage and Licensed Hospitality
- Level 1 Diploma in Introduction to Professional Cookery
- Level 2 or 3 Diploma in Hospitality
- Level 2 National Certificate for Personal Licence Holders

For more information about careers and qualifications in the Hospitality, Leisure, Travel and Tourism Sectors visit: www.hospitalityguild.co.uk

Employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

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 all pathways and is a mandatory part of this framework.

The nine national outcomes/standards for ERR require the apprentice to:

- Know and understand employment law and legislation that may affect their work. This includes discrimination, equality, health and safety and knowing what the employer's responsibilities and duties are
- Know and understand procedures and documentation within their organisation, which recognise and protect their working relationships. This includes health and safety and equality and diversity
- Know and understand the range or sources of information and advice available to them, including Access to Work and Additional Learning and Support
- Understand the role their organisation plays in the industry
- Have an informed view of the different career pathways/opportunities available to them
- Know the types of representative bodies or organisations and their relevance to their employment/industry
- Know where and how to get information and advice on their industry, occupation, training and career
- Work within their organisation's principles and codes of practice
- Recognise issues that may be of public concern that could affect their organisation and/or industry

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.

Evidence of ERR

The ERR unit is contained within the competence qualification for all pathways; therefore, evidence for this will be the certificate for this qualification. The competence certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed completion certificate claim form. This can be downloaded directly from

ACW: <https://acwcerts.co.uk/web/apprentice-application-form>

Level 2, Pathway 3: Food Production and Cooking

Description of this pathway

Hospitality and Catering (Food Production and Cooking)

Total credit value of pathway:

- Food Production and Cooking - 68 credits
- Kitchen Services - 62 credits

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

None other than general entry conditions

Job title(s)	Job role(s)
School Cook, Cook, Team member or Chef	Prepare, cook and serve large volumes of nutritious meals in a hygienic environment, ensuring recipes and portion controls are followed, complete kitchen documentation, minimise all kitchen wastage and maintain stocks.
Cook or Chef	Prepare, cook and serve nutritious meals in a hygienic environment, ensuring recipes and portion controls are followed, complete kitchen documentation, minimise all kitchen wastage and maintain stocks.
Kitchen Assistant	Keep the kitchen clean, tidy, safe and hygienic, maintain food safety when cooking, storing and putting clean items away, using basic kitchen equipment, chemicals, cleaning substances, collecting waste and disposing of it safely, unloading deliveries of food and other equipment to the kitchen.

Qualifications

Competence qualifications available to this pathway

C1 - Level 2 NVQ Diploma in Food Production and Cooking					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9543/2	City and Guilds	40	329 - 336	N/A
C1b	500/9212/1	Education Development International plc	40	329 - 336	N/A
C1c	500/9790/8	Edexcel	40	329 - 336	N/A
C1d	600/2060/X	LAO	40	329 - 336	N/A
C1e	600/3229/7	Skillsfirst	40	329 - 336	N/A
C1f	600/2388/0	SQA	40	329 - 336	N/A
C1g	600/4413/5	iCQ	40	329 - 336	N/A
C1h	600/4534/6	VTCT	40	329 - 336	N/A
C1i	600/7803/0	HABC	40	329 - 336	N/A
C1j	601/5688/0	BIIAB	40	329 - 336	N/A
C1k	601/8013/4	Agored Cymru	40	329 - 336	N/A

Competence qualifications available to this pathway (cont.)

C2 - Level 2 NVQ Diploma in Kitchen Services					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C2a	500/9542/0	City and Guilds	37	309 - 323	N/A
C2b	500/9214/5	Education Development International plc	37	309 - 325	N/A
C2c	500/9788/X	Edexcel	37	309 - 323	N/A
C2d	600/2055/6	LAO	37	309 - 323	N/A
C2e	600/3219/4	Skillsfirst	37	309 - 323	N/A
C2f	600/2231/9	SQA	37	309 - 323	N/A
C2g	600/8578/2	iCQ	37	297 - 345	N/A
C2h	601/5690/9	BIIAB	37	309 - 323	N/A
C2i	601/8014/6	Agored Cymru	37	309 - 323	N/A

Knowledge qualifications available to this pathway

K1 - Level 2 Certificate in Hospitality and catering Principles (Food Production and Cooking)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/0838/6	City & Guilds	16	98 - 142	N/A
K1b	600/0837/4	Edexcel	16	98 - 142	N/A
K1c	600/2707/1	LAO	16	98 - 142	N/A
K1d	600/3221/2	Skillsfirst	16	98 - 142	N/A
K1e	600/2676/5	SQA	16	98 - 142	N/A
K1f	600/4489/5	VTCT	16	98 - 142	N/A
K1g	600/7988/5	iCQ	16	98 - 142	N/A
K1h	600/7802/9	HABC	16	98 - 142	N/A
K1i	601/6227/2	BIIAB	16	98 - 142	N/A
K1j	601/8017/1	Agored Cymru	16	98 - 142	N/A

K2 - Level 2 Certificate in Hospitality and Catering Principles (Kitchen Services)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K2a	600/0853/2	City & Guilds	13	99 - 111	N/A
K2b	600/0873/8	Edexcel	13	99 - 111	N/A
K2c	600/2829/4	LAO	13	99 - 111	N/A
K2d	600/3222/4	Skillsfirst	13	99 - 111	N/A

K2e	600/2472/0	SQA	13	99 - 111	N/A
K2f	600/8575/7	iCQ	13	109 -111	N/A
K2g	601/5683/1	BIIAB	13	99 - 111	N/A
K2h	601/8018/3	Agored Cymru	13	99 - 111	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. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Food safety in catering

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

K2 provides the the underpinning knowledge and understanding for C2. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Food safety in catering

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of School Cook, Cook, Team Member, Chef or Kitchen Assistant.

Transferable skills (Wales)

Essential skills (Wales)

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

Progression routes into and from this pathway

Progression into this pathway

This will be from a range of routes, including:

- record of achievement from school
- awards such as the Duke of Edinburgh or similar
- employment - general or related to the hospitality, leisure, travel and tourism or retail industries
- evidence of work experience/voluntary work or non accredited training/qualifications through a portfolio or skills passport for the industry (www.hospitalityguild.co.uk)
- Entry level Certificate in Introduction to the Hospitality Industry
- Entry level Award in Introduction to the Hospitality Industry
- Level 1 Certificate in Introduction to the Hospitality Industry
- Level 1 Award in Introduction to the Hospitality Industry
- Level 1 Certificate in introduction to employment in the Hospitality Industry (pre employment)
- Level 1 Certificate in investigating the Hospitality Industry
- Level 1 Certificate in Food and Beverage Services
- Level 1 NVQ Certificate in Hospitality Services
- Welsh Baccalaureate including Principal Learning Qualifications in Hospitality or Retail Business
- a range of vocational qualification(s) including Customer Service, Hospitality and Catering or Travel and Tourism
- academic qualifications such as GCSEs

Please note that where there may be a link between the Foundation Apprenticeship and the

Welsh Baccalaureate Qualification in terms of the qualifications studied, the 'on and off the job training' section provides information on recognising and documenting prior learning.

Progression from this pathway

Other pathways:

There are clear progression routes from the Food Production and Cooking pathway to Professional Cookery pathway within this apprenticeship.

Apprenticeships:

- Apprenticeship in Hospitality and Catering Professional Cookery pathway
- Apprenticeship in Hospitality and Catering - Hospitality Supervision and Leadership pathway

Jobs:

- Catering Supervisor, Chef De Partie or Sous Chef.
- Eventual career paths could lead to Head Chef, Head Cook, Food and Beverage Manager, Kitchen Manager or Regional Manager.
- Kitchen Assistants could move sideways to a chef in a Food Production or Professional Cookery environment or go on to become an Assistant Manager.

Further Education:

A range of qualifications including:

- Level 2 Diploma in Professional Food and Beverage Service
- Level 2 Diploma in Professional Cookery
- Level 2 or 3 Certificate/Diploma in Professional Patisserie and Confectionery

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Employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

ERR Delivery

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The nine national outcomes/standards for ERR require the apprentice to:

- Know and understand employment law and legislation that may affect their work. This includes discrimination, equality, health and safety and knowing what the employer's responsibilities and duties are
- Know and understand procedures and documentation within their organisation, which recognise and protect their working relationships. This includes health and safety and equality and diversity
- Know and understand the range or sources of information and advice available to them, including Access to Work and Additional Learning and Support
- Understand the role their organisation plays in the industry
- Have an informed view of the different career pathways/opportunities available to them
- Know the types of representative bodies or organisations and their relevance to their employment/industry
- Know where and how to get information and advice on their industry, occupation, training and career
- Work within their organisation's principles and codes of practice
- Recognise issues that may be of public concern that could affect their organisation and/or industry

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.

Evidence of ERR

The ERR unit is contained within the competence qualification for all pathways; therefore, evidence for this will be the certificate for this qualification. The competence certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate,

together with a signed completion certificate claim form. This can be downloaded directly from ACW: <https://acwcerts.co.uk/web/apprentice-application-form>

Level 2, Pathway 4: Professional Cookery

Description of this pathway

Hospitality and Catering (Professional Cookery)

Total credit value of this pathway - 96 credits

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

None other than general entry conditions

Job title(s)	Job role(s)
Craft Chef (Fine Dining)	Cook, prepare and finish food, ensuring food section is constantly supplied with the full range of menu items avoiding shortages and wastage, food safety, health, safety and welfare of all guests and colleagues and cleaning duties
Kitchen Assistant, Craft Chef, or Team Member. (Casual Dining restaurants, hotels and gastro pubs)	Preparation and cooking of food in line with brand and menu specification, ensuring food section is constantly supplied with the full range of menu items avoiding shortages and wastage. food safety, health, safety and welfare of all guests and colleagues and cleaning duties
Commis Chef, Kitchen Support Staff - Bangladeshi Cuisine	Cook and prepare and finish food items using specialist spices and methods ensuring food section is constantly supplied with the full range of menu items avoiding shortages and wastage, food safety, health, safety and welfare of all guests and colleagues and cleaning duties
Wok Chef, Deep Fry Chef - Chinese Cuisine	Cook and prepare and finish food items using specialist ingredients and methods ensuring food section is constantly supplied with the full range of menu items avoiding shortages and wastage, food safety, health, safety and welfare of all guests and colleagues and cleaning duties
Chef/Cook or Kitchen Assistant - Indian Cuisine	Cook and prepare and finish food items using specialist spices and methods ensuring food section is constantly supplied with the full range of menu items avoiding shortages and wastage, food safety, health, safety and welfare of all guests and colleagues and cleaning duties
Stir Fry Specialist, Assistant Chef/Cook, Kitchen Assistant - Thai Cuisine	Cook and prepare and finish food items using specialist spices and methods ensuring food section is constantly supplied with the full range of menu items avoiding shortages and wastage, food safety, health, safety and welfare of all guests and colleagues and cleaning duties

Qualifications

Competence qualifications available to this pathway

C1 - Level 2 NVQ Diploma in Professional Cookery					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9216/9	Education Development International plc	58	465 - 511	N/A
C1b	500/9916/4	Edexcel	58	465 - 511	N/A
C1c	500/9979/6	City & Guilds	58	465 - 511	N/A
C1d	600/2219/X	SQA	58	465 - 511	N/A
C1e	600/4539/5	VTCT	58	465 - 511	N/A
C1f	600/8658/0	iCQ	58	465 - 511	N/A
C1g	601/5691/0	BIIAB	58	465 - 511	N/A
C1h	601/7014/1	TQUK	58	465 - 511	N/A

C2 - Level 2 NVQ Diploma in Professional Cookery (Bangladeshi cuisine)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C2a	500/9361/7	Education Development International plc	58	474 - 507	N/A
C2b	500/9952/8	Edexcel	58	474 - 507	N/A

Competence qualifications available to this pathway (cont.)

C3 - Level 2 NVQ Diploma in Professional Cookery (Chinese cuisine)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C3a	500/9206/6	Education Development International plc	58	454 - 483	N/A
C3b	500/9955/3	Edexcel	58	454 - 483	N/A
C4 - Level 2 NVQ Diploma in Professional Cookery (Indian cuisine)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C4a	500/9213/3	Education Development International plc	58	474 - 507	N/A
C4b	500/9958/9	Edexcel	58	474 - 507	N/A
C5 - Level 2 NVQ Diploma in Professional Cookery (Thai cuisine)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C5a	500/9205/4	Education Development International plc	58	457 - 497	N/A
C5b	500/9957/7	Edexcel	58	457 - 497	N/A

Competence qualifications available to this pathway (cont.)

C6 - Level 2 NVQ Diploma in Professional Cookery (Preparation and Cooking)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C6a	500/9869/X	City & Guilds	58	473 - 491	N/A
C6b	500/9360/5	Education Development International plc	58	473 - 491	N/A
C6c	500/9953/X	Edexcel	58	473 - 491	N/A
C6d	600/2678/9	SQA	58	473 - 491	N/A
C6e	600/4535/8	VTCT	58	473 - 491	N/A
C6f	600/8538/1	iCQ	58	481 - 522	N/A
C6g	601/5692/2	BIIAB	58	473 - 491	N/A

Knowledge qualifications available to this pathway

K1 - Level 2 Certificate in Hospitality and Catering Principles (Professional Cookery)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/0832/5	City & Guilds	26	148 - 218	N/A
K1b	600/0833/7	Edexcel	26	148 - 218	N/A
K1c	600/2674/1	SQA	26	148 - 218	N/A
K1d	600/4583/8	LAO	26	148 - 218	N/A
K1e	600/4529/2	VTCT	26	148 - 218	N/A
K1f	600/8579/4	iCQ	26	143 - 216	N/A
K1g	601/5685/5	BIIAB	26	143 - 218	N/A
K1h	601/7010/4	TQUK	26	148 - 218	N/A

K2 - Level 2 Certificate in Hospitality and Catering Principles (Professional Cookery - Bangladeshi Cuisine)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K2a	600/0877/5	Edexcel	26	152 - 218	N/A

K3 - Level 2 Certificate in Hospitality and Catering Principles (Professional Cookery ? Chinese Cuisine)					
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No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K3a	600/0874/X	Edexcel	26	156 - 211	N/A

K4 - Level 2 Certificate in Hospitality and Catering Principles (Professional Cookery ? Indian Cuisine)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K4a	600/0875/1	Edexcel	26	152 - 218	N/A

Knowledge qualifications available to this pathway (cont.)

K5 - Level 2 Certificate in Hospitality and Catering Principles (Professional Cookery ? Thai Cuisine)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K5a	600/0876/3	Edexcel	26	150 - 219	N/A

K6 - Level 2 Certificate in Hospitality and Catering Principles (Professional Cookery - food preparation and cooking)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K6a	600/0854/4	City & Guilds	26	168 - 198	N/A
K6b	600/0878/7	Edexcel	26	168 - 198	N/A
K6c	600/2765/4	SQA	26	168 - 198	N/A
K6d	600/4415/9	iCQ	26	168 - 198	N/A
K6e	600/4528/0	VTCT	26	168 - 198	N/A
K6f	601/5684/3	BIIAB	26	168 - 198	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. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Principles of maintaining, handling and cleaning knives
- Food safety in catering

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Craft Chef (Fine Dining).

K2 provides the underpinning knowledge and understanding for C2. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Principles of maintaining, handling and cleaning knives
- Food safety in catering
- Principles of preparing and mixing spice and herb blends
- Principles of preparing and cooking food using a tandoor

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Commis Chef or Kitchen Support Staff

(Bangladeshi Cuisine).

K3 provides the underpinning knowledge and understanding for C3. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Principles of maintaining, handling and cleaning knives
- Food safety in catering
- Principles of processing dried ingredients prior to cooking
- Principles of preparing cooking and finishing dim sum
- Principles of preparing cooking and finishing noodle dishes

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Wok Chef or Deep Fry Chef (Chinese Cuisine).

K4 provides the underpinning knowledge and understanding for C4. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Principles of maintaining, handling and cleaning knives
- Food safety in catering
- Principles of preparing and mixing spice and herb blends
- Principles of preparing and cooking food using a tandoor

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Chef/Cook or Kitchen Assistant (Indian Cuisine).

K5 provides the underpinning knowledge and understanding for C5. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Principles of maintaining, handling and cleaning knives
- Food safety in catering
- Principles of preparing and mixing spice and herb blends

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Stir Fry Specialist, Assistant Chef/Cook or Kitchen Assistant (Thai Cuisine).

K6 provides the underpinning knowledge and understanding for C6. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Principles of maintaining, handling and cleaning knives
- Food safety in catering

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Kitchen Assistant, Craft Chef or Team Member (Casual Dining or Restaurants, Hotels and Gastro Pubs).

Transferable skills (Wales)

Essential skills (Wales)

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

Progression routes into and from this pathway

Progression into this pathway

This will be from a range of routes, including:

- record of achievement from school
- awards such as the Duke of Edinburgh or similar
- employment - general or related to the hospitality, leisure, travel and tourism or retail industries
- evidence of work experience/voluntary work or non accredited training/qualifications through a portfolio or skills passport for the industry (www.hospitalityguild.co.uk)
- Entry level Certificate in Introduction to the Hospitality Industry
- Entry level Award in Introduction to the Hospitality Industry
- Level 1 Certificate in Introduction to the Hospitality Industry
- Level 1 Award in Introduction to the Hospitality Industry
- Level 1 Certificate in introduction to employment in the Hospitality Industry (pre employment)
- Level 1 Certificate in investigating the Hospitality Industry
- Level 1 Certificate in Food and Beverage Services
- Level 1 NVQ Certificate in Hospitality Services
- Welsh Baccalaureate including Principal Learning Qualifications in Hospitality or Retail Business
- a range of vocational qualification(s) including Customer Service, Hospitality and Catering or Travel and Tourism
- academic qualifications such as GCSEs

Please note that where there may be a link between the Foundation Apprenticeship and the Welsh Baccalaureate Qualification in terms of the qualifications studied, the 'on and off the job training' section provides information on recognising and documenting prior learning.

Progression from this pathway

Apprenticeships:

- Apprenticeship in Hospitality and Catering Professional Cookery pathway
- Apprenticeship in Hospitality and Catering Professional Cookery (Patisserie and Confectionery) pathway
- Apprenticeship in Hospitality and Catering - Hospitality Supervision and Leadership pathway

Jobs:

- Chef De Partie, Sous Chef or Team Supervisor. Eventual progression could be to Head Chef, Food and Beverage Manager or Regional Manager within a large employer..
- Bangladeshi cuisine Progression could be to Second Chef, Tandoori Chef and ultimately to Head Chef/Executive Chef. There may be potential to progress to roles such as Chef De Partie, Sous Chef or Team Supervisor outside of this sub-sector.
- Chinese Cuisine - Head Chef/Executive Chef. There may be potential to progress to roles such as Chef De Partie, Sous Chef or Team Supervisor outside of this sub-sector.
- Indian cuisine - Sous Chef and ultimately to Head Chef/Executive Chef. There may be potential to progress to roles such as Chef De Partie, Sous Chef or Team Supervisor outside of this sub-sector.
- Thai cuisine - Progression could be to Assistant Chef/Cook (depending on the size of the organisation) and ultimately to Head Chef. There may be potential to progress to roles such as Chef De Partie, Sous Chef or Team Supervisor outside of this sub-sector.

Further Education:

Other qualifications such as:

- Level 2 Diploma in Professional Cookery
- Level 2 Certificate/Level 3 Diploma in Professional Patisserie and Confectionary

For more information about careers and qualifications in the Hospitality, Leisure, Travel and Tourism sectors visit: www.hospitalityguild.co.uk

Employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

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 all pathways and is a mandatory part of this framework.

The nine national outcomes/standards for ERR require the apprentice to:

- Know and understand employment law and legislation that may affect their work. This includes discrimination, equality, health and safety and knowing what the employer's responsibilities and duties are
- Know and understand procedures and documentation within their organisation, which recognise and protect their working relationships. This includes health and safety and equality and diversity
- Know and understand the range or sources of information and advice available to them, including Access to Work and Additional Learning and Support
- Understand the role their organisation plays in the industry
- Have an informed view of the different career pathways/opportunities available to them
- Know the types of representative bodies or organisations and their relevance to their employment/industry
- Know where and how to get information and advice on their industry, occupation, training and career
- Work within their organisation's principles and codes of practice
- Recognise issues that may be of public concern that could affect their organisation and/or industry

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.

Evidence of ERR

The ERR unit is contained within the competence qualification for all pathways; therefore, evidence for this will be the certificate for this qualification. The competence certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed completion certificate claim form. This can be downloaded directly from

ACW: <https://acwcerts.co.uk/web/apprentice-application-form>

Level 2, Pathway 5: Housekeeping

Description of this pathway

Hospitality and Catering (Housekeeping)

Total credit value of pathway - 62 credits

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

None other than general entry requirements

Job title(s)	Job role(s)
Housekeeper, Room Attendant (housekeeping), Chamber Maid	Cleaning and making up rooms, checking equipment, collecting linen and laundry, setting up meeting/conference rooms, dealing with customer complaints.

Qualifications

Competence qualifications available to this pathway

C1 - Level 2 NVQ Diploma in Housekeeping					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9488/9	City and Guilds	37	281-296	N/A
C1b	500/9904/8	Edexcel	37	281-296	N/A
C1c	600/2236/X	LAO	37	281-296	N/A
C1d	600/2210/3	SQA	37	281-296	N/A
C1e	600/4412/3	iCQ	37	281-296	N/A
C1f	600/4734/3	Skillsfirst	37	281-296	N/A
C1g	601/6229/6	BIIAB	37	281-296	N/A
C1h	601/4660/6	VTCT	37	259-394	N/A
C1i	601/8019/5	Agored Cymru	37	281 - 296	N/A

Knowledge qualifications available to this pathway

K1 - Level 2 Certificate in Hospitality and Catering Principles (Housekeeping)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/0849/0	City & Guilds	13	97 - 114	N/A
K1b	600/0850/7	Edexcel	13	97 - 114	N/A
K1c	600/2712/5	LAO	13	97 - 114	N/A
K1d	600/2677/7	SQA	13	97 - 114	N/A
K1e	600/4152/3	iCQ	13	97 - 114	N/A
K1f	600/4751/3	Skillsfirst	13	97 - 114	N/A
K1g	601/6223/5	BIIAB	13	97 - 114	N/A
K1h	601/4910/3	VTCT	13	97 - 114	N/A
K1i	601/8020/1	Agored Cymru	13	97 - 114	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. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Cleaning and servicing of hospitality areas

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Housekeeper, Room Attendant (housekeeping), Chamber Maid.

Transferable skills (Wales)

Essential skills (Wales)

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

Progression routes into and from this pathway

Progression into this pathway

This will be from a range of routes, including:

- record of achievement from school
- awards such as the Duke of Edinburgh or similar
- employment - general or related to the hospitality, leisure, travel and tourism or retail industries
- evidence of work experience/voluntary work or non accredited training/qualifications through a portfolio or skills passport for the industry (www.hospitalityguild.co.uk)
- Entry level Certificate in Introduction to the Hospitality Industry
- Entry level Award in Introduction to the Hospitality Industry
- Level 1 Certificate in Introduction to the Hospitality Industry
- Level 1 Award in Introduction to the Hospitality Industry
- Level 1 Certificate in introduction to employment in the Hospitality Industry (pre employment)
- Level 1 Certificate in investigating the Hospitality Industry
- Level 1 Certificate in Food and Beverage Services
- Level 1 NVQ Certificate in Hospitality Services
- Welsh Baccalaureate including Principal Learning Qualifications in Hospitality or Retail Business
- a range of vocational qualification(s) including Customer Service, Hospitality and Catering or Travel and Tourism
- academic qualifications such as GCSEs

Please note that where there may be a link between the Foundation Apprenticeship and the

Welsh Baccalaureate Qualification in terms of the qualifications studied, the 'On and off the job training' section provides information on recognising and documenting prior learning.

Progression from this pathway

Apprenticeship:

- Apprenticeship in Hospitality and Catering - Supervision and Leadership pathway route.

Jobs:

Floor Manager, Assistant Head/Floor Housekeeper and eventually to Head Housekeeper, and other supervisory roles. There is also scope to move to contract cleaning.

Further Education:

Other qualifications such as:

- Level 2 Certificate in Front Office Operations
- Level 2 or 3 Diploma in Hospitality

For more information about careers and qualifications in the Hospitality, Leisure, Travel and Tourism sectors visit: www.hospitalityguild.co.uk

Employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

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 all pathways and is a mandatory part of this framework.

The nine national outcomes/standards for ERR require the apprentice to:

- Know and understand employment law and legislation that may affect their work. This includes discrimination, equality, health and safety and knowing what the employer's responsibilities and duties are
- Know and understand procedures and documentation within their organisation, which recognise and protect their working relationships. This includes health and safety and equality and diversity
- Know and understand the range or sources of information and advice available to them, including Access to Work and Additional Learning and Support
- Understand the role their organisation plays in the industry
- Have an informed view of the different career pathways/opportunities available to them
- Know the types of representative bodies or organisations and their relevance to their employment/industry
- Know where and how to get information and advice on their industry, occupation, training and career
- Work within their organisation's principles and codes of practice
- Recognise issues that may be of public concern that could affect their organisation and/or industry

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.

Evidence of ERR

The ERR unit is contained within the competence qualification for all pathways; therefore, evidence for this will be the certificate for this qualification. The competence certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate,

together with a signed completion certificate claim form. This can be downloaded directly from ACW: <https://acwcerts.co.uk/web/apprentice-application-form>

Level 2, Pathway 6: Front of House Reception

Description of this pathway

Hospitality and Catering (Front of House Reception)

Total credit value for this pathway - 63 credits

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

None other than general entry conditions

Job title(s)	Job role(s)
Receptionist	Greeting guests on arrival, making a good first impression, deal with reservations, use office equipment and systems, prepare guest bills, and ensure that information goes to the housekeeping, restaurant, maintenance, and management departments.

Qualifications

Competence qualifications available to this pathway

C1 - Level 2 NVQ Diploma in Front of House Reception					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9490/7	City and Guilds	37	224 - 296	N/A
C1b	500/9210/8	Education Development International plc	37	256 - 324	N/A
C1c	500/9905/X	Edexcel	37	256 - 324	N/A
C1d	600/2235/8	LAO	37	256 - 324	N/A
C1e	600/2385/5	SQA	37	256 - 324	N/A
C1f	600/3800/7	iCQ	37	224 - 308	N/A
C1g	601/6241/7	BIIAB	37	224 - 296	N/A

Knowledge qualifications available to this pathway

K1 - Level 2 Certificate in Hospitality and Catering Principles (Front of House Reception)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/0839/8	City & Guilds	14	100 - 107	N/A
K1b	600/0842/8	Edexcel	14	100 - 107	N/A
K1c	600/2713/7	LAO	14	100 - 107	N/A
K1d	600/2675/3	SQA	14	100 - 107	N/A
K1e	600/4151/1	iCQ	14	96 - 108	N/A
K1f	601/6213/2	BIIAB	14	100 - 107	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. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Safe, hygienic and secure working environments in hospitality
- Effective teamwork
- Giving customers a positive impression
- Principles of customer service in hospitality, leisure, travel and tourism

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Receptionist.

Transferable skills (Wales)

Essential skills (Wales)

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

Progression routes into and from this pathway

Progression into this pathway

This will be from a range of routes, including:

- record of achievement from school
- awards such as the Duke of Edinburgh or similar
- employment - general or related to the hospitality, leisure, travel and tourism or retail industries
- evidence of work experience/voluntary work or non accredited training/qualifications through a portfolio or skills passport for the industry (www.hospitalityguild.co.uk)
- Entry level Certificate in Introduction to the Hospitality Industry
- Entry level Award in Introduction to the Hospitality Industry
- Level 1 Certificate in Introduction to the Hospitality Industry
- Level 1 Award in Introduction to the Hospitality Industry
- Level 1 Certificate in introduction to employment in the Hospitality Industry (pre employment)
- Level 1 Certificate in investigating the Hospitality Industry
- Level 1 Certificate in Food and Beverage Services
- Level 1 NVQ Certificate in Hospitality Services
- Welsh Baccalaureate including Principal Learning Qualifications in Hospitality or Retail Business
- a range of vocational qualification(s) including Customer Service, Hospitality and Catering or Travel and Tourism
- academic qualifications such as GCSEs

Please note that where there may be a link between the Foundation Apprenticeship and the

Welsh Baccalaureate Qualification in terms of the qualifications studied, the 'on and off the job training' section provides information on recognising and documenting prior learning.

Progression from this pathway

Apprenticeships:

- Apprenticeship in Hospitality and Catering - Hospitality Supervision and Leadership pathway
- Apprenticeship in Business and Administration (subject to the entry requirements for that apprenticeship programme)

Jobs:

- Head Receptionist and eventually to Front Office Manager, Duty Manager, Front of House Supervisor General Management

Further Education:

Other qualifications such as the Level 3 Diploma in Hospitality.

For more information about careers and qualifications in the Hospitality, Leisure, Travel and Tourism Sectors visit: www.hospitalityguild.co.uk

Employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

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 all pathways and is a mandatory part of this framework.

The nine national outcomes/standards for ERR require the apprentice to:

- Know and understand employment law and legislation that may affect their work. This includes discrimination, equality, health and safety and knowing what the employer's responsibilities and duties are
- Know and understand procedures and documentation within their organisation, which recognise and protect their working relationships. This includes health and safety and equality and diversity
- Know and understand the range or sources of information and advice available to them, including Access to Work and Additional Learning and Support
- Understand the role their organisation plays in the industry
- Have an informed view of the different career pathways/opportunities available to them
- Know the types of representative bodies or organisations and their relevance to their employment/industry
- Know where and how to get information and advice on their industry, occupation, training and career
- Work within their organisation's principles and codes of practice
- Recognise issues that may be of public concern that could affect their organisation and/or industry

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.

Evidence of ERR

The ERR unit is contained within the competence qualification for all pathways; therefore, evidence for this will be the certificate for this qualification. The competence certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate,

together with a signed completion certificate claim form. This can be downloaded directly from ACW: <https://acwcerts.co.uk/web/apprentice-application-form>

Level 2, Pathway 7: Chefs in the Licensed Hospitality Industry

Description of this pathway

Hospitality and Catering (Chefs in the Licensed Hospitality Industry)

Total minimum credits: 62 credits, representing:

- Competence: 35 credits;
- Knowledge: 15 credits;
- Transferable Skills - 12 Credits (Communication and Application of Number)

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)
Commis Chef (Licensed Hospitality)	Preparing and producing a variety of foods within a kitchen environment
Chef de Partie (Licensed Hospitality)	Responsible for organising kitchen operations and preparing and serving a range of dishes and ensure brand standards
Pub Chef	Working with fresh, local produce while also committed to high standards, cooking good quality pub food
Chef	Menu planning and costing, ordering, stock control and kitchen hygiene

Qualifications

Competence qualifications available to this pathway

C1 - Level 2 Certificate in Pub Chef Skills					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	601/4163/3	BIIAB	35	285-298	N/A

Knowledge qualifications available to this pathway

K1 - Level 2 Certificate in Pub Chef Operations					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	601/4246/7	BIIAB	15	118-128	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

The units have been specifically chosen to ensure that they complement industry requirements, in addition that skills and knowledge are fully tested throughout the framework.

Apprentices will complete a skills and knowledge unit for each work area. For example the skills unit; Produce Basic Poultry Dishes, is complemented by the knowledge unit; Principles of Producing Basic Poultry Dishes.

Transferable skills (Wales)

Essential skills (Wales)

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

Progression routes into and from this pathway

Experience of working in the industry as chef or kitchen porter with some chef responsibilities would be suitable for progression into this pathway. Experience of dealing with people, working unsociable hours as part of a team would also be appropriate for progression onto this pathway.

Progression from this pathway could be into kitchen management and Head Chef roles within licensed hospitality.

Much of the skills and knowledge covered within the pathway are transferable across the catering sector.

For example:

- Food Safety in Catering
- Health and Safety in the Workplace
- Legal and Social Responsibilities of a Personal Licence Holder
- Cooking Theory

For more information about careers and qualifications in the Hospitality and Catering Sectors visit: www.hospitalityguild.co.uk/

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 level 3 Professional Cookery qualification or onto level 3 qualifications for the Hospitality sector. Qualifications available to learners can be found at: <http://register.ofqual.gov.uk>

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 all pathways and is a mandatory part of this framework.

The nine national outcomes/standards for ERR require the apprentice to:

- Know and understand employment law and legislation that may affect their work. This includes discrimination, equality, health and safety and knowing what the employer's responsibilities and duties are
- Know and understand procedures and documentation within their organisation, which recognise and protect their working relationships. This includes health and safety and equality and diversity
- Know and understand the range or sources of information and advice available to them, including Access to Work and Additional Learning and Support
- Understand the role their organisation plays in the industry
- Have an informed view of the different career pathways/opportunities available to them
- Know the types of representative bodies or organisations and their relevance to their employment/industry
- Know where and how to get information and advice on their industry, occupation, training and career
- Work within their organisation's principles and codes of practice
- Recognise issues that may be of public concern that could affect their organisation and/or industry.

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.

Evidence of ERR

The ERR unit is contained within the competence-based qualification for all pathways, therefore, evidence for this will be the certificate for this qualification. The competence certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed completion certificate claim form. This can be downloaded directly from ACW: <https://acwcerts.co.uk/web/form s-documentation>

Level 3

Title for this framework at level 3

Apprenticeship in Hospitality and Catering

Pathways for this framework at level 3

- | | |
|------------|--|
| Pathway 1: | Professional Cookery |
| Pathway 2: | Patisserie and Confectionery |
| Pathway 3: | Hospitality Supervision and Leadership |
| Pathway 4: | Hospitality Retail Outlet Supervision |

Level 3, Pathway 1: Professional Cookery

Description of this pathway

Hospitality and Catering (Professional Cookery)

Total credit value for this pathway - 94 credits

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

- at least nine months experience of working in the hospitality and catering industry
- OR completion of a level 2 Apprenticeship in Hospitality and Catering - Food Production and Cooking or Professional Cookery pathways/Pathways to Apprenticeship programme in the sector

Job title(s)	Job role(s)
Sous Chef or Senior Chef/Cook (Fine Dining)	Assist in managing the operation of the fine dining kitchen, liaising with the Head Chef around menu development, prepare, cook and finish food, monitor quality, stock management to minimise wastage, prepare staff rotas, monitor staff performance and ensure that staff work effectively together.
Sous Chef or Senior Chef/Cook (Restaurants, hotels and gastro pubs)	Assist in managing the operation of the kitchen, liaising with the Head Chef around menu development, prepare, cook and finish food, monitor quality, stock management to minimise wastage, prepare staff rotas, monitor staff performance and ensure that staff work effectively together.

Qualifications

Competence qualifications available to this pathway

C1 - Level 3 NVQ Diploma in Professional Cookery					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9439/7	City and Guilds	56	360 - 437	N/A
C1b	500/9237/6	Education Development International plc	56	360 - 437	N/A
C1c	500/9321/6	Edexcel	56	360 - 437	N/A
C1d	600/2224/3	SQA	56	360 - 437	N/A
C1e	600/4537/1	VTCT	56	360 - 437	N/A
C1f	600/8954/4	iCQ	56	360 - 437	N/A
C1g	601/6226/0	BIIAB	56	360 - 437	N/A
C1h	601/7018/9	TQUK	56	360 - 437	N/A
C1i	601/8005/5	NCFE	56	36 - 437	N/A

Competence qualifications available to this pathway (cont.)

C2 - Level 3 NVQ Diploma in Professional Cookery (Preparation and Cooking)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C2a	500/9520/1	City and Guilds	56	423 - 428	N/A
C2b	500/9218/2	Education Development International plc	56	423 - 428	N/A
C2c	500/9322/8	Edexcel	56	423 - 428	N/A
C2d	600/2547/5	SQA	56	423 - 428	N/A
C2e	600/4536/X	VTCT	56	423 - 428	N/A
C2f	600/8956/8	iCQ	56	423 - 428	N/A
C2g	601/6225/9	BIIAB	56	423 - 428	N/A

Knowledge qualifications available to this pathway

K1 - Level 3 Certificate in Hospitality and Catering Principles (Professional Cookery)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/0862/3	City & Guilds	26	186 - 230	N/A
K1b	600/0872/6	Edexcel	26	186 - 230	N/A

K1c	600/2673/X	SQA	26	186 - 230	N/A
K1d	600/4531/0	VTCT	26	186 - 230	N/A
K1e	600/8559/9	iCQ	26	186 - 230	N/A
K1f	601/6214/4	BIIAB	26	186 - 230	N/A
K1g	601/7915/6	NCFE	26	186 - 230	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

K1 and K2 provides the underpinning knowledge and understanding for C1 and C2. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Development of working relationships in Hospitality
- Health, safety and security in the hospitality working environment
- Food safety in catering

There are further units that are required to be taken dependant upon the job role and organisation the apprentice is in.

These qualifications link with the job role of Sous Chef or Senior Chef/Cook (Fine Dining, Restaurants, Hotels and Gastro Pubs).

Transferable skills (Wales)

Essential skills (Wales)

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

Progression routes into and from this pathway

Progression into this pathway

This will be from a variety of routes, including:

- At least nine months experience of working in a food production or professional cookery role
- Apprenticeship in Food Production and Cooking or Professional Cookery pathways or Pathways to Apprenticeship programme in the sector

In addition, although not limited to the list below, apprentices may have already completed such things as:

- Welsh Baccalaureate including Principal Learning Qualifications in Hospitality or Retail Business
- a range of vocational qualification(s) including Customer Service, Hospitality and Catering or Travel and Tourism
- academic qualifications such as GCSEs
- vocational qualification(s) related to cooking

Please note that where there may be a link between the Apprenticeship and the Welsh Baccalaureate Qualification in terms of the qualifications studied, the 'On and off the job training' section provides information on recognising and documenting prior learning.

Progression from this pathway

Jobs:

- Head Chef/Cook, General Management
- Similar roles in institutional catering, such as hospitals, schools and the MoD.

Further and Higher Education:

- Foundation Degree in Culinary Arts, or in Hospitality Management

For more information about careers and qualifications in the Hospitality, Leisure, Travel and Tourism sectors visit: www.hospitalityguild.co.uk

UCAS points for this pathway: N/A

Employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

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 all pathways and is a mandatory part of this framework.

The nine national outcomes/standards for ERR require the apprentice to:

- Know and understand employment law and legislation that may affect their work. This includes discrimination, equality, health and safety and knowing what the employer's responsibilities and duties are
- Know and understand procedures and documentation within their organisation, which recognise and protect their working relationships. This includes health and safety and equality and diversity
- Know and understand the range or sources of information and advice available to them, including Access to Work and Additional Learning and Support
- Understand the role their organisation plays in the industry
- Have an informed view of the different career pathways/opportunities available to them
- Know the types of representative bodies or organisations and their relevance to their employment/industry
- Know where and how to get information and advice on their industry, occupation, training and career
- Work within their organisation's principles and codes of practice
- Recognise issues that may be of public concern that could affect their organisation and/or industry.

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.

Evidence of ERR

The ERR unit is contained within the competence-based qualification for all pathways, therefore, evidence for this will be the certificate for this qualification. The competence certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed completion certificate claim form. This can be downloaded

directly from ACW: <https://acwcerts.co.uk/web/forms-documentation>

Level 3, Pathway 2: Patisserie and Confectionery

Description of this pathway

Hospitality and Catering (Patisserie and Confectionery)

Total credit value for this pathway - 89 credits

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

- at least nine months experience of working in the hospitality and catering industry;
- OR completion of a level 2 Apprenticeship in Hospitality and Catering - Food Production and Cooking or Professional Cookery pathways or Pathways to Apprenticeship programme in the sector

Job title(s)	Job role(s)
Pastry Chef	Prepare, cook and finish desserts and confectionery dishes, monitoring the production of food, ensuring consistent quality and portion control, stock control, stock order and rotation to minimise wastage

Qualifications

Competence qualifications available to this pathway

C1 - Level 3 NVQ Diploma in Professional Cookery (Patisserie and Confectionery)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9438/5	City and Guilds	46	354	N/A
C1b	500/9217/0	Education Development International plc	46	354	N/A
C1c	500/9323/X	Edexcel	46	354	N/A
C1d	600/2234/6	SQA	46	354	N/A
C1e	601/6244/2	BIIAB	46	354	N/A

Knowledge qualifications available to this pathway

K1 - Level 3 Certificate in General Patisserie and Confectionery					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/9893/7	ABC	31	269	N/A
K1b	600/2384/3	SQA	31	269	N/A
K1c	601/3141/X	City and Guilds	31	269	N/A
K1d	601/6242/9	BIIAB	31	269	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

K1 and K2 provides the underpinning knowledge and understanding for C1. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

- Produce hot, cold and frozen desserts
- Produce fermented dough and batter products
- Produce biscuits, cakes and sponges
- Produce paste products
- Produce petits fours
- Produce display pieces and decorative items

These qualifications link with the job role of Pastry Chef.

Transferable skills (Wales)

Essential skills (Wales)

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

Progression routes into and from this pathway

Progression into this pathway

This will be from a variety of routes, including:

- At least nine months experience of working in a food production or professional cookery role e.g as a Junior Chef/Commis Chef
- Apprenticeship in Food Production and Cooking or Professional Cookery pathways or Pathways to Apprenticeship programme in the sector

In addition, although not limited to the list below, apprentices may have already completed such things as:

- Welsh Baccalaureate including Principal Learning Qualifications in Hospitality or Retail Business
- a range of vocational qualification(s) including Customer Service, Hospitality and Catering or Travel and Tourism
- academic qualifications such as GCSEs
- vocational qualification(s) related to cooking

Please note that where there may be a link between the Apprenticeship and the Welsh Baccalaureate Qualification in terms of the qualifications studied, the 'On and off the job training' section provides information on recognising and documenting prior learning.

Progression from this pathway

Jobs:

- Sous Chef and ultimately to Head Chef.

Further and Higher Education:

- Foundation Degree in Culinary Arts, or in Hospitality Management.

For more information about careers and qualifications in the Hospitality, Leisure, Travel and Tourism sectors visit: www.hospitalityguild.co.uk

UCAS points for this pathway: N/A

Employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

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 all pathways and is a mandatory part of this framework.

The nine national outcomes/standards for ERR require the apprentice to:

- Know and understand employment law and legislation that may affect their work. This includes discrimination, equality, health and safety and knowing what the employer's responsibilities and duties are
- Know and understand procedures and documentation within their organisation, which recognise and protect their working relationships. This includes health and safety and equality and diversity
- Know and understand the range or sources of information and advice available to them, including Access to Work and Additional Learning and Support
- Understand the role their organisation plays in the industry
- Have an informed view of the different career pathways/opportunities available to them
- Know the types of representative bodies or organisations and their relevance to their employment/industry
- Know where and how to get information and advice on their industry, occupation, training and career
- Work within their organisation's principles and codes of practice
- Recognise issues that may be of public concern that could affect their organisation and/or industry.

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.

Evidence of ERR

The ERR unit is contained within the competence-based qualification for all pathways, therefore, evidence for this will be the certificate for this qualification. The competence certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed completion certificate claim form. This can be downloaded

directly from ACW: <https://acwcerts.co.uk/web/forms-documentation>

Level 3, Pathway 3: Hospitality Supervision and Leadership

Description of this pathway

Hospitality and Catering (Hospitality Supervision and Leadership)

Total credit value for this pathway - 60 credits

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

- at least nine months experience of working in the hospitality
- OR completion of a level 2 Apprenticeship in Hospitality and Catering

Job title(s)	Job role(s)
Unit Manager - Contract Catering	Manage food production/delivery and process, managing catering staff, planning and coordinating meal services, manage the catering service budget, make decisions on work allocation and re-allocation, roster, menu changes and supply issues, produce/monitor food safety/related policies
Head Housekeeper	Cleanliness of all the guest rooms and public areas, supervising and training staff, staff rotas, stock-takes, budgets, and reports (room check sheets, safety audits, etc.), deal with the suppliers and control the costs of cleaning materials, linen, laundry, maintenance and wages.
Head of Reception	Smooth operation of the reception area, delivering customer service, ensuring that every guest's experience is positive, paying attention to the detail, resolving all queries promptly, using office equipment and systems, producing reports and deputising for the Front Office Manager.
Front of House Manager	In charge of reception and reservations, porter's desk, and possibly housekeeping and selling/ promotional responsibilities, contact with guests, answering queries, checking on their wellbeing and dealing with complaints and recruitment and training of staff.
Duty/Hotel Supervisor/Manager	Maintain the smooth running of the hotel, co-ordinate the functions of departments, maximise the customer experience, resolve problems, ensure staff comply with health and safety, fire and hygiene regulations, monitor security systems, and ensure a high standard of personal presentation.
Regional Supervisor/Manager in a restaurant or pub chain with multiple outlets	Work with managers, senior staff and head office to ensure that the business runs smoothly, sales and costs and that problems are dealt with promptly, play a key role in the development of new facilities, menu changes and pricing, special promotions and events, food safety and health and safety

Qualifications

Competence qualifications available to this pathway

C1 - Level 3 NVQ Diploma in Hospitality Supervision and Leadership					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/0861/1	City & Guilds	37	206 - 276	N/A
C1b	600/1053/8	Edexcel	37	206 - 276	N/A
C1c	600/2054/4	LAO	37	206 - 276	N/A
C1d	600/2686/8	Skillsfirst	37	206 - 276	N/A
C1e	600/2389/2	SQA	37	206 - 276	N/A
C1f	600/4532/2	VTCT	37	206 - 276	N/A
C1g	600/4759/8	iCQ	37	206 - 276	N/A
C1h	601/5693/4	BIIAB	37	206 - 276	N/A
C1i	601/7044/X	TQUK	37	206 - 272	N/A
C1j	601/7883/8	NCFE	37	206 - 276	N/A

Knowledge qualifications available to this pathway

K1 - Level 3 Award in Hospitality Supervision and Leadership Principles					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/0554/3	City & Guilds	11	78	N/A
K1b	600/0871/4	Edexcel	11	78	N/A
K1c	600/2056/8	LAO	11	78	N/A
K1d	600/2690/X	Skillsfirst	11	78	N/A
K1e	600/2671/6	SQA	11	78	N/A
K1f	600/4530/9	VTCT	11	78	N/A
K1g	600/4770/7	iCQ	11	78	N/A
K1h	601/5695/8	BIIAB	11	78	N/A
K1i	601/6389/6	TQUK	11	78	N/A
K1j	601/7882/6	NCFE	11	78	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. The knowledge qualification supports key areas of knowledge development needed for apprentices in this role including:

Principles of leading a team in the Hospitality industry

Supervision of Operations in the Hospitality industry

Principles of Supervising Customer Service Performance in Hospitality Leisure Travel and Tourism

These qualifications link with the job role of Unit Manager - Contract Catering, Head Housekeeper, Head of Reception, Front of House Manager, Duty/Hotel Supervisor/Manager or Regional Supervisor/Manager in a restaurant or pub chain with multiple outlets.

Transferable skills (Wales)

Essential skills (Wales)

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

Progression routes into and from this pathway

Progression into this pathway

This will be from a variety of routes, including:

- at least nine months experience of working in the hospitality and catering industry in a hospitality services, front of house or housekeeping role
- Level 2 Apprenticeship in Hospitality and Catering – Hospitality Services, Housekeeping or Front of House Reception pathways

In addition, although not limited to the list below, apprentices may have already completed such things as:

- Level 2 Apprenticeship in Team Leading, Travel Services or Business and Administration
- Welsh Baccalaureate including Principal Learning Qualifications in Hospitality or Retail Business
a range of vocational qualification(s) including Business and Administration, Customer Service, Hospitality and Catering or Travel and Tourism
- academic qualifications such as GCSEs

Please note that where there may be a link between the Apprenticeship and the Welsh Baccalaureate Qualification in terms of the qualifications studied, the 'On and off the job training' section provides information on recognising and documenting prior learning.

Progression from this pathway

Jobs:

- Assistant General Manager or Regional Manager
- Owner

Further and Higher Education

- Foundation Degree in Hospitality Management
- HE programmes for example, in International Tourism and Hospitality Management, Hospitality Management, Hotel Management or International Hotel Management
- Level 4/5 management NVQs or NVQs with significant management content

For more information about careers and qualifications in the Hospitality, Leisure, Travel and Tourism sectors visit: www.hospitalityguild.co.uk

UCAS points for this pathway: N/A

Employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

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 all pathways and is a mandatory part of this framework.

The nine national outcomes/standards for ERR require the apprentice to:

- Know and understand employment law and legislation that may affect their work. This includes discrimination, equality, health and safety and knowing what the employer's responsibilities and duties are
- Know and understand procedures and documentation within their organisation, which recognise and protect their working relationships. This includes health and safety and equality and diversity
- Know and understand the range or sources of information and advice available to them, including Access to Work and Additional Learning and Support
- Understand the role their organisation plays in the industry
- Have an informed view of the different career pathways/opportunities available to them
- Know the types of representative bodies or organisations and their relevance to their employment/industry
- Know where and how to get information and advice on their industry, occupation, training and career
- Work within their organisation's principles and codes of practice
- Recognise issues that may be of public concern that could affect their organisation and/or industry.

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.

Evidence of ERR

The ERR unit is contained within the competence-based qualification for all pathways, therefore, evidence for this will be the certificate for this qualification. The competence certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed completion certificate claim form. This can be downloaded

directly from ACW: <https://acwcerts.co.uk/web/forms-documentation>

Level 3, Pathway 4: Hospitality Retail Outlet Supervision

Description of this pathway

Hospitality Retail Outlet Supervision - Total minimum credits = 59

Competence qualification: 31 credits

Knowledge qualification: 16 credits

Essential skills Wales in Application of number (6 credits) and Communication (6 credits): 12 credits

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

- * At least nine months experience of working in the hospitality industry, OR
- Completion of a level 2 apprenticeship in hospitality

Job title(s)	Job role(s)
Team Leader	Manages a smaller hospitality retail outlet (for example) on a railway station
Supervisor	Supervises a smaller hospitality retail outlet (for example) on a railway station

Qualifications

Competence qualifications available to this pathway

C1 - Level 3 Certificate in Hospitality Retail Outlet Management (QCF)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/8262/8	ICQ	31	210-216	N/A
C1b	601/2501/9	Pearson Education Ltd	31	210-216	N/A

Knowledge qualifications available to this pathway

K1 - Level 3 Certificate in Principles of Hospitality Retail Outlet Management (QCF)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/8224/0	ICQ	16	120	N/A
K1b	601/2487/8	Pearson Education Ltd	16	120	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

All job roles within this pathway:

- Competence qualification: Level 3 Certificate in Hospitality Retail Outlet Management
- Knowledge qualification: Level 3 Certificate in Principles of Hospitality Retail Outlet Management

The competence qualification consists of mandatory units:

- Covering the control of resources;
- Maintaining a healthy, safe and secure working environment;
- Managing the receipt, storage or dispatch of goods;
- Developing working relationships with colleagues;
- Monitoring and solving customer service problems;
- Improving the customer relationship.

Employers will be able to select from a range of optional units relevant to their business, such as preparing and serving hot drinks using specialist equipment; maintaining and dealing with payments; and ensuring food safety practices are followed in the preparation and serving of food and drink.

Knowledge qualification:

Apprentices undertaking the knowledge-based qualification will have developed the underpinning knowledge and understanding required to achieve the competence-based qualification in order for them to carry out the job roles in this pathway.

The knowledge qualification supports key areas of knowledge development needed for Level 3 Apprentices in this role including:

- Principles of supervising food and beverage services;
- Supervision of operations in the hospitality industry;
- Principles of preparing and serving hot drinks using specialist equipment;
- Dealing with payments;
- Principles of supervising customer service performance in hospitality;
- Giving customers a positive impression.

Transferable skills (Wales)

Essential skills (Wales)

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

Progression routes into and from this pathway

Progression into the level 3 apprenticeship in hospitality retail outlet supervision:

Applicants must have:

At least nine months experience of working in the hospitality industry, OR

Completion of a level 2 apprenticeship in hospitality

In addition, but not limited to, applicants may also have one or more of the following:

Level 2 apprenticeship in team leading

(14-19) Diploma in Hospitality

A range of vocational qualifications including hospitality and catering

Academic qualifications such as GCSEs in English, Maths, Business Studies

Experience of working in a retail environment.

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

Progression from this pathway

Jobs:

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

Assistant Manager (larger hospitality retail outlet)

Manager (larger hospitality retail outlet)

Higher apprenticeships

Higher apprenticeship in hospitality management

Further and Higher Education

Level 5 management NVQs or NVQs with significant management content

Foundation degree in hospitality management

HE programmes in hospitality management

For more information about careers and qualifications in the Hospitality and Catering Sectors

visit: www.hospitalityguild.co.uk

UCAS points for this pathway:

(no information)

Employee rights and responsibilities

ERR Delivery

The nine outcomes for ERR are embedded in the competence based qualification for this pathway – (T/601/7214 – Employment rights and responsibilities in the Hospitality, Leisure, Travel and Tourism sector).

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.

Evidence of ERR

The ERR unit is contained within the competence-based qualification for all pathways, 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 People 1st when applying for an Apprenticeship completion certificate, together with a signed declaration form. From 19th December 2013, providers should upload Version 3 of the ACE Apprenticeship Declaration and Authorisation form as part of the certification process. This can be downloaded directly from ACE: <https://acecerts.co.uk/web/forms-documentation>

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. The classic case is dinner ladies who often remain in that occupation for a long time. With self-catering accommodation/holiday centres, which includes B&Bs, 20% of the workforce is over 60 across the UK. 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 in the UK.

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. There may be a perception that we can only eat food that has been cooked and served by someone from that ethnic background.

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

Of those Apprentices starting the framework at levels 2 and 3 every year in Wales male/female Apprentices were a 50/50 balance.

Actions to redress imbalances in the workforce

Our Apprenticeship Strategy includes raising awareness of the Hospitality and Catering 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:

- raising awareness in schools through the Welsh Baccalaureate Principal Learning Qualifications in Hospitality
- www.hospitalityguild.co.uk (the People 1st online site containing information on jobs, careers and training in the sector) - the intention is that this 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 [including Charles Prew, Chief Executive of Barceló Hotels]
- 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 external newsletters..

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 and mentoring has been included to offer additional support to increase the chances of apprentices achieving the framework and staying with the employer. Four new pathways have been

introduced aimed at chefs, cooks and kitchen and catering assistants working in Bangladeshi, Chinese, Indian and Thai cuisines to provide the skills and knowledge that are specific to those sectors.

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

People 1st will monitor take up and achievement of all Apprenticeships through its internal vocational policy team and the chain employer group and take steps to address any barriers to take up and achievement as part of our Sector Qualifications Strategy.

Download the guidance on the Equality Act here:

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

On and off the job training (Wales)

Summary of on- and off-the-job training

TOTAL ON AND OFF THE JOB TRAINING HOURS

LEVEL 2 - Total on and off the job training hours

- Pathway 1: Hospitality Services: 491 hours
- Pathway 2: Food and Beverage Services: 477 hours
- Pathway 3: Food Production and Cooking: 527 hours
- Pathway 4: Professional Cookery: 722 hours
- Pathway 5: Housekeeping: 498 hours
- Pathway 6: Front of House Reception: 444 hour
- Pathway 7: Chefs in the Licensed Hospitality Industry: 575 (including 12 hours induction)

LEVEL 3 - Total on and off the job training hours:

- Pathway 1: Professional Cookery: 666 hours
- Pathway 2: Patisserie and Confectionery: 743 hours
- Pathway 3: Hospitality Supervision and Leadership: 404 hours

* Pathway 4; Hospitality Retail Outlet Supervision: 450 hours

Off-the-job training

Off-the job training is defined as time for learning activities away from normal work duties. For this framework the amount of off-the-job training is as follows:

LEVEL 2:

- Pathway 1: Hospitality Services: 225 hours
- Pathway 2: Food and Beverage Services: 211 hours
- Pathway 3: Food Production and Cooking: 218 hours
- Pathway 4: Professional Cookery: 268 hours
- Pathway 5: Housekeeping: 217 hours
- Pathway 6: Front of House Reception: 220 hours

- Pathway 7: Chefs in the Licenced Hospitality Industry: 278

LEVEL 3:

- Pathway 1: Professional Cookery: 306 hours
- Pathway 2: Patisserie and Confectionery: 389 hours
- Pathway 3: Hospitality Supervision and Leadership: 198 hours
- * Pathway 4; Hospitality Retail Outlet Supervision: 240 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 achievements within the QCF; or through recording of exemptions for certificated learning outside of the QCF, for example Principal Learning qualifications.

For apprentices who have already achieved the relevant qualifications, they must have been certificated within three years of applying for the Foundation 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 QCFW '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 uncertificated learning experience, the off-the-job learning must

have been acquired within three years of application for the Foundation 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:

Level 2:

- Pathway 1: Hospitality Services: 105 hours for the knowledge qualification and 120 for the two Essential Skills Wales
- Pathway 2: Food and Beverage Services: 91 hours for the knowledge qualification and 120 for the two Essential Skills Wales
- Pathway 3: Food Production and Cooking: 98 hours for the knowledge qualification and 120 for the two Essential Skills Wales
- Pathway 4: Professional Cookery: 148 hours for the knowledge qualification and 120 for the two Essential Skills Wales
- Pathway 5: Housekeeping: 97 hours for the knowledge qualification and 120 for the two Essential Skills Wales
- Pathway 6: Front of House Reception: 100 hours for the knowledge qualification and 120 for the two Essential Skills Wales
- Pathway 7: Chefs in the Licenced Hospitality Industry: 118 hours for the knowledge qualification, 120 for the two Essential Skills Wales and 40 for mentoring

Level 3:

- Pathway 1: Professional Cookery: 186 hours for the knowledge qualification and 120 for the two Essential Skills Wales
- Pathway 2: Patisserie and Confectionery: 269 hours for the knowledge qualification and 120 for the two Essential Skills Wales
- Pathway 3: Hospitality Supervision and Leadership: 78 hours for the knowledge qualification, 120 for the two Essential Skills Wales.
- Pathway 4: Hospitality Retail Outlet Supervision: 120 hours for the knowledge qualification, 120 for the two Essential Skills Wales.

Evidence of off the job hours at level 2 - all pathways (for the purposes of issuing an apprenticeship completion certificate):

- Level 2 knowledge certificate for the relevant pathway
- Level 1 Essential Skills Wales certificates for Communication and Application of Number

Evidence of off the job hours at level 3 - all pathways (for the purposes of issuing an apprenticeship completion certificate):

- Level 3 knowledge certificate for the relevant pathway
- Level 2 Essential Skills Wales certificates for Communication and Application of Number

On-the-job training

On-the job training is defined as skills, knowledge and competence gained within normal work duties. For this framework the amount of on-the-job training is as follows:

LEVEL 2 ON THE JOB HOURS

- Pathway 1: Hospitality Services: 266 hours
- Pathway 2: Food and Beverage Services: 266 hours
- Pathway 3: Food Production and Cooking: 309 hours
- Pathway 4: Professional Cookery: 454 hours
- Pathway 5: Housekeeping: 281 hours
- Pathway 6: Front of House Reception: 224 hours
- Pathway 7: Chefs in the Licenced Hospitality Industry: 285

LEVEL 3 - ON THE JOB HOURS

- Pathway 1: Professional Cookery: 360 hours
- Pathway 2: Patisserie and Confectionery: 354 hours
- Pathway 3: Hospitality Supervision and Leadership: 206 hours
- * Pathway 4: Hospitality Retail Outlet Supervision: 210

How this requirement will be met

These hours may vary depending on previous experience and attainment of the apprentice. Where a learner enters an apprenticeship agreement having previously attained or acquired the appropriate competencies or knowledge, this prior learning needs to be recognised and documented using the relevant QCF credit transfer, QCF exemption or RPL procedures (as off-the-job above).

The amount of on-the-job training required to complete the apprenticeship under the apprenticeship agreement may then be reduced accordingly, provided the total number of on-the-job hours for this framework can be verified for apprenticeship certification.

Apprentices who commence training under a new apprenticeship agreement with a new employer may bring a range of prior experience with them. When an apprentice comes with prior learning acquired from previous full-time education, employment or other vocational programmes, then the apprentice's learning programme should include 'customisation'.

Training providers are encouraged to identify additional on-the-job training programmes that customise the learning to the new workplace. Customisation programmes may include:

- * selecting appropriate additional Unit(s) from QCF qualifications, or relevant units recognised as Quality Assured Lifelong Learning [QALL] through a CQFW recognised body
- * following Essential Skills at a level higher than that specified in the framework
- * including one or more Wider Key Skills or other competency-based qualifications/units relevant to the workplace.

For apprentices who have already achieved the relevant qualifications, they must have been certificated within three years from the date of application for the Foundation Apprenticeship/Apprenticeship Certificate or have been continuously employed in the industry for three years. Job roles within Hospitality and Catering require a thorough level of technical competence and knowledge, which will be undertaken through work-based training, practice and experience.

On-the-job learning 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 employer and provider. A sample of these records of hours may be requested by People 1st when applying for an apprenticeship completion certificate.

Evidence for on-the-job training hours (for the purposes of issuing an apprenticeship completion certificate) :

LEVEL 2 APPRENTICESHIP

- Certificate for the level 2 competence qualification for the relevant pathway, which embeds ERR and shows this as having been completed (ERR should be listed as a unit on the certificate)

LEVEL 3 APPRENTICESHIP

- Certificate for the Level 3 competence qualification for the relevant pathway which embeds ERR and shows this as having been completed (ERR should be listed as a unit on the certificate)

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.

People 1st has mapped the Wider Key Skills to the mandatory competence units and this map can be downloaded from: www.people1st.co.uk

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.

People 1st has mapped the Wider Key Skills to the mandatory competence units and this map can be downloaded from: www.people1st.co.uk

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.

People 1st has mapped the Wider Key Skills to the mandatory competence units and this map

can be downloaded from: www.people1st.co.uk

Additional employer requirements

None

apprenticeship
FRAMEWORKS ONLINE

For more information visit
www.afo.sscalliance.org