



Wirral Met College

Hospitality Supervisor Level 3

Apprenticeship Standard

wmc.ac.uk/apprenticeships

Overview



Hospitality supervisors work across a wide variety of businesses including bars, restaurants, cafés, conference centres, hotels or contract caterers. They provide vital support to management teams and are capable of independently supervising hospitality services and running shifts. They typically work under pressure delivering fantastic customer service and motivating a team is essential to their role.

Specialist supervisory functions include:

- Food and beverage supervisor (eg pubs, clubs, restaurants, cafes, conference centres, contract caterers)
- Bar supervisor (eg in bars, pubs, nightclubs, hotels, restaurants)
- Hospitality outlet supervisor (eg branded coffee or sandwich shops)

Duration:

15 months + 3 months for the End Point Assessment

Entry Guidelines:

English & maths at GCSE grade A*-C/4-9 or Functional Skills Level 2

NB All apprenticeship standards require apprentices to provide evidence of their English and maths grades before they can progress through the Gateway to their End Point Assessment and achieve the apprenticeship qualification.



Hospitality Supervisor Level 3

Course Overview

Pre-programme	On Programme Learning covering Skills, Knowledge & Behaviours	Gateway	Independent End Point Assessment
Initial assessment English & Maths	<p>Hospitality Supervisor Level 3 course</p> <p>(Day release, Conway Park Campus & Training Restaurant/Hamilton Campus)</p> <p>Spending time with the Trainer Assessor on theory</p>	<ul style="list-style-type: none"> English Level 2 Maths Level 2 	<ul style="list-style-type: none"> Practical Observation Professional Discussion
Skills Scan	Portfolio of evidence to be built during the programme	<ul style="list-style-type: none"> E-portfolio of evidence 	<ul style="list-style-type: none"> Knowledge Test (Multiple choice questions)
Induction with Trainer Assessor	<p>On programme Assessments & Reviews:</p> <ul style="list-style-type: none"> 6-8 weekly sessions with Trainer Assessor. 8-10 weekly Progress Reviews with apprentice and employer. 		<ul style="list-style-type: none"> Business Project

Course Details

This apprenticeship programme is designed to develop the knowledge, skills and behaviours required to be an effective Hospitality Team Member.

The **Knowledge** element is the time spent with the Trainer Assessor and attending the College's training restaurant, on a 'day-release' basis at the Conway Park and Hamilton Campuses. The qualification covers a range of Food and Beverage Service, Alcoholic Beverage Service and Food Production areas.

The Knowledge element of the course will cover:

Customer

- Understand the importance of customer profiles, how to build them and understand how this enables the business to meet their needs profitably and in line with business / brand standards.
- Know the marketing and sales activities of the business and how to support them to achieve the desired outcome.

Business

- Understand own role in motivating the team to work according to the business vision and values and to achieve business targets, always focussing on the importance of providing the best service for customers.
- Understand the financial operations of hospitality businesses and know how to source and use financial information relating to own area of work.
- Understand how to identify, plan for and minimise risks to the business and service.

People

- Understand how to effectively organise and coordinate a team to provide required levels of service to meet customer demand.
- Understand how to work with hospitality team members to achieve targets and support business objectives.

Leadership

- Identify the different leadership styles and supervisory management skills which are effective in hospitality businesses.
- Understand how to work fairly with individuals that have diverse needs.

Choice of one of the following specialist units:

- Food and beverage service
- Bar supervisor
- Hospitality outlet supervisor

Skills & Behaviours

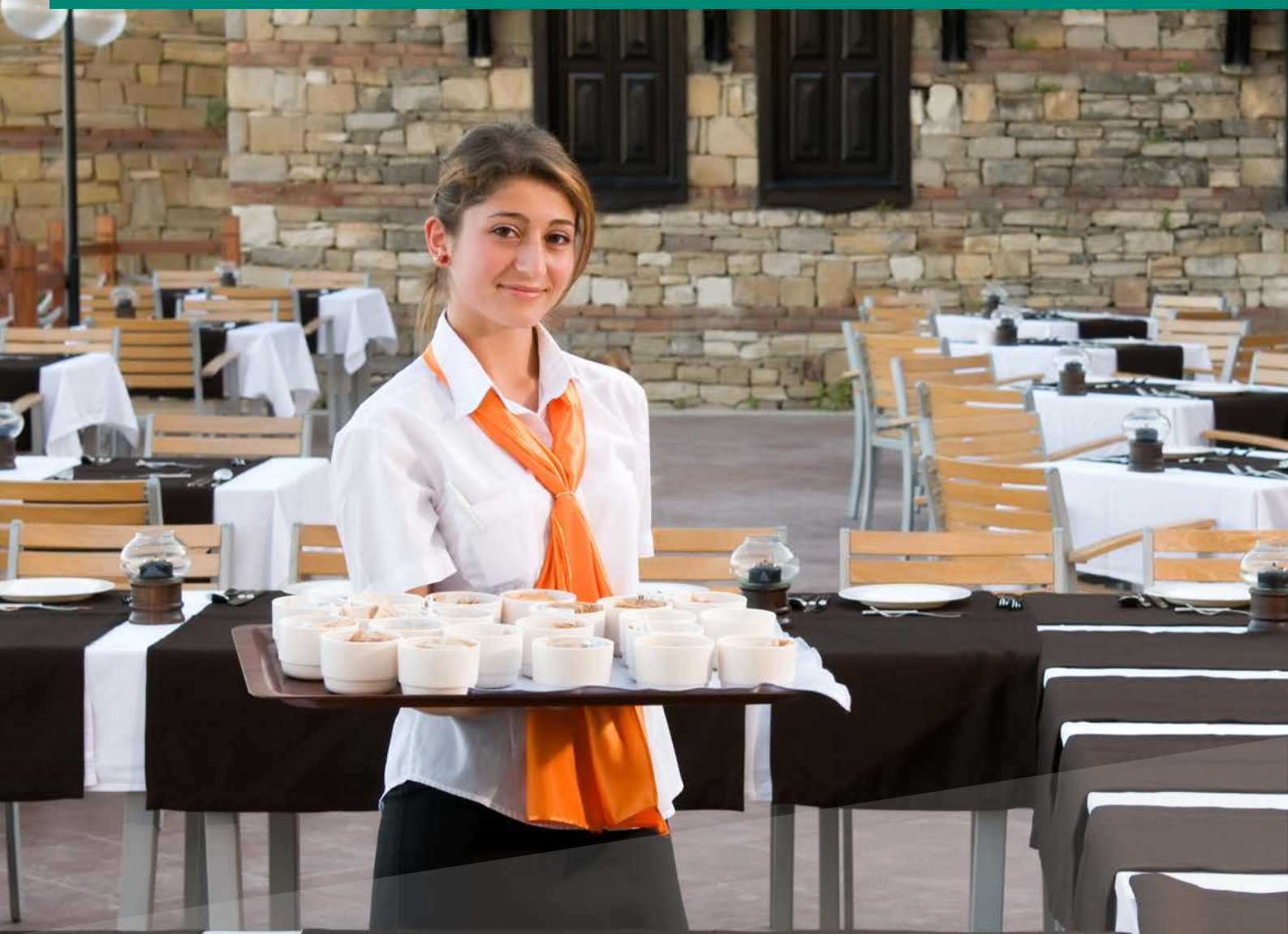
The **Competency or Skills & Behaviours** element of the apprenticeship is to be completed with support from a Trainer Assessor making periodic visits to the apprentice in the workplace. The Trainer Assessor will support and guide the apprentice to ensure that they are developing the skills and competency required in accordance with the apprenticeship standard. The apprentice will use the e-portfolio system called OneFile to build a portfolio of work throughout the development stage, which is a key component of End Point Assessment and demonstrates their occupational competency.

English & Maths

Apprentices who have not achieved grades 2-9 / A*-C at GCSE or Functional Skills at Level 1 are required to study towards and achieve the Functional Skills in English and maths at Level 1 before they can gain the apprenticeship qualification.



Gateway



Once the apprentice has completed all the required elements of the apprenticeship and their manager and Trainer / Assessor agree that they are ready for the end point assessment, they will progress through the Gateway to undertake their End Point Assessment.

The apprentice's employer must sign-off the portfolio of evidence, that has been completed by the apprentice during their programme, to confirm the apprentice has demonstrated the knowledge, skills and behaviours assigned to this apprenticeship standard.

End Point Assessment

The End Point Assessment must only start once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, that means they have achieved occupational competence.

End Point Assessment (EPA) normally takes 3 months to complete and consists of:

- **Knowledge demand test** (multiple-choice questions)
- **Practical observation** (4 hours)
- **Business project** (to look at an opportunity/challenge/idea to make an improvement in the business eg customer experience, reducing wastage)
- **Professional discussion** (structured discussion between independent assessor and apprentice)

Professional Discussion:

The purpose of the professional discussion is to determine the extent to which the apprentice understands the requirements of their role as defined by the apprenticeship standard and to explore them through discussion. The professional discussion (supported by a portfolio of evidence) may be carried out face to face, typically at the employer's premises, or remotely using e.g. video conference.

The Professional Discussion will be conducted after the Independent Assessor has reviewed and marked the Business Project.

The portfolio of evidence (that has been completed by the apprentice during their programme) will be used as a source of evidence by which apprentices can exemplify their responses to questions asked by the assessor. The portfolio itself will not be assessed, but will be used by the assessor to prepare the questioning for the professional discussion.



Grading & Progression



Apprenticeship grading

The available grades for this apprenticeship programme are **Distinction, Pass or Fail**.

Where can apprentices progress to?

On completion of the apprenticeship, apprentices can choose to progress to a more senior role.



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