

# Transitioning to the new Hospitality Supervisor and Senior Chef Production apprenticeship standards

**Monday 11 September 2017, 14.30-15.15**

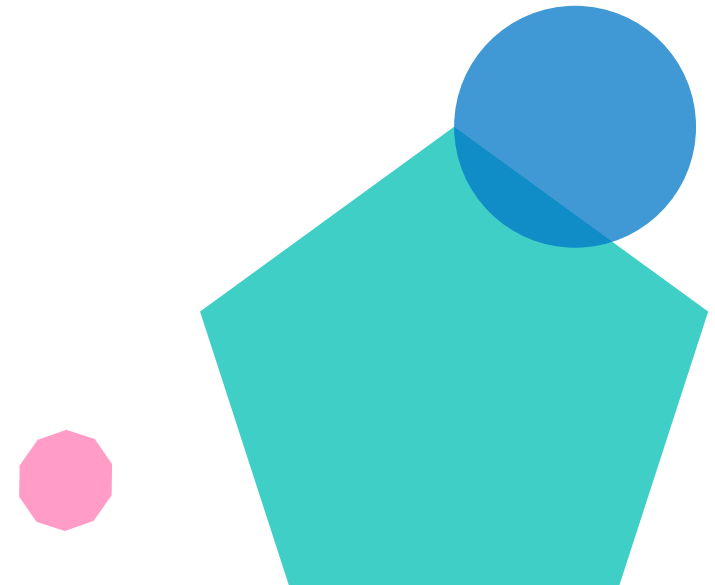
Jason Benn

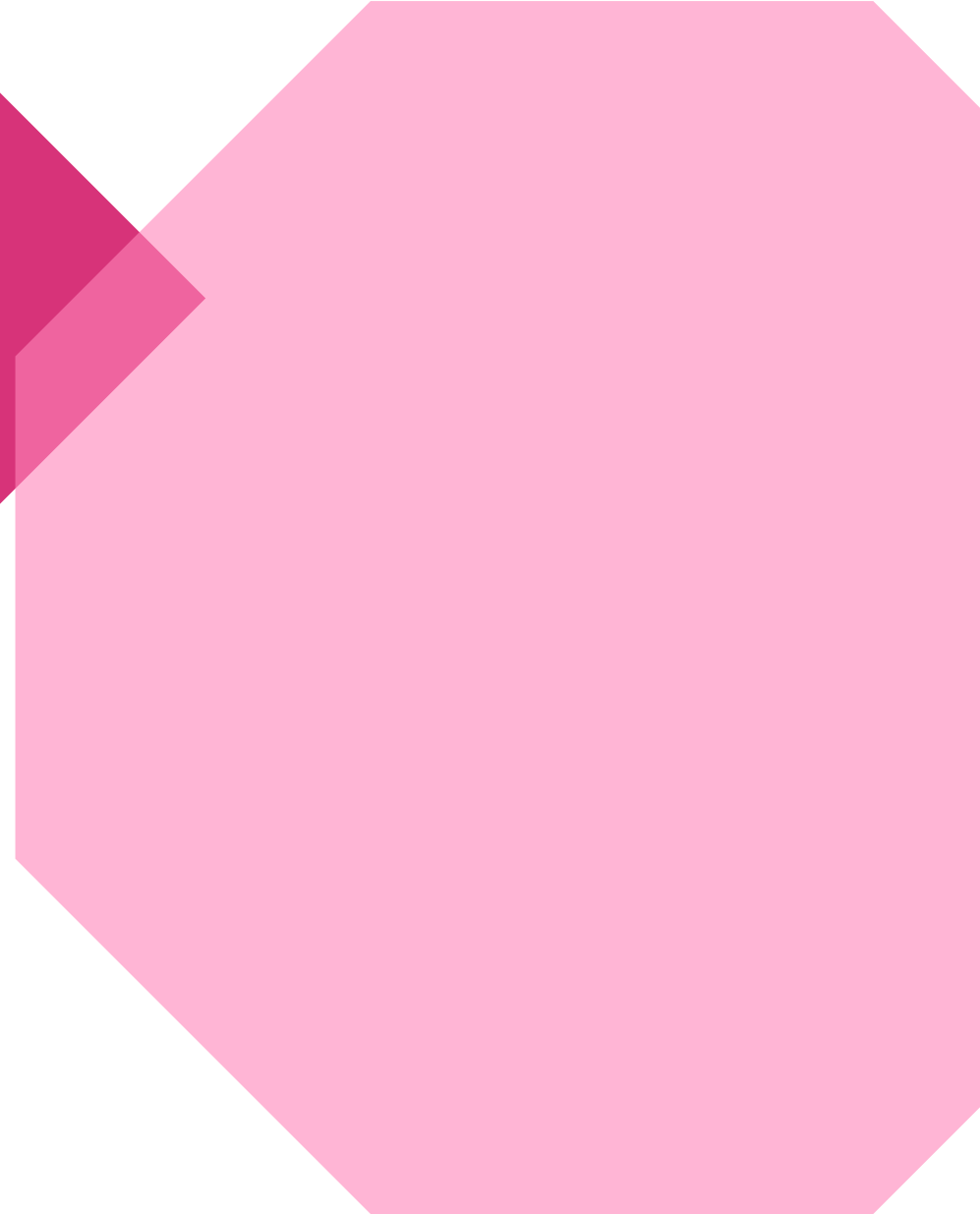
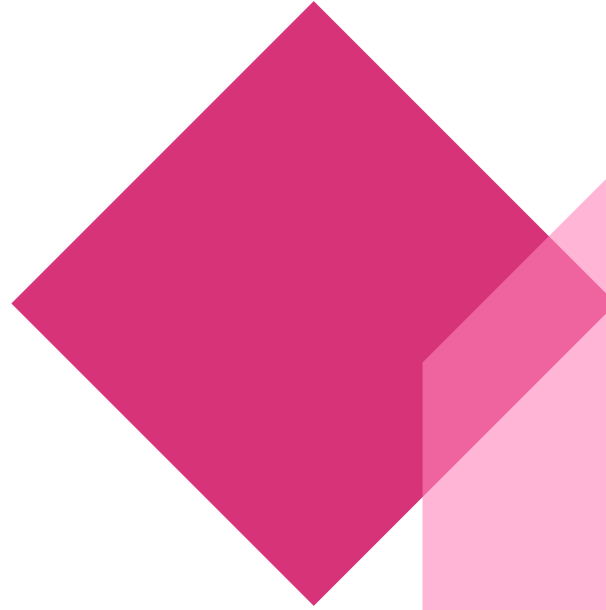
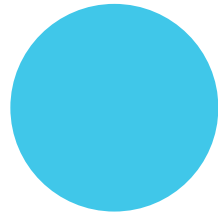
Industries Manager, Hospitality, Catering, Travel & Tourism



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- Planning your transition
- Senior Chef Production occupation
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- Planning your delivery – points to consider
- How we can support you to prepare for delivery and end-point assessment
- Next steps
- Q & A

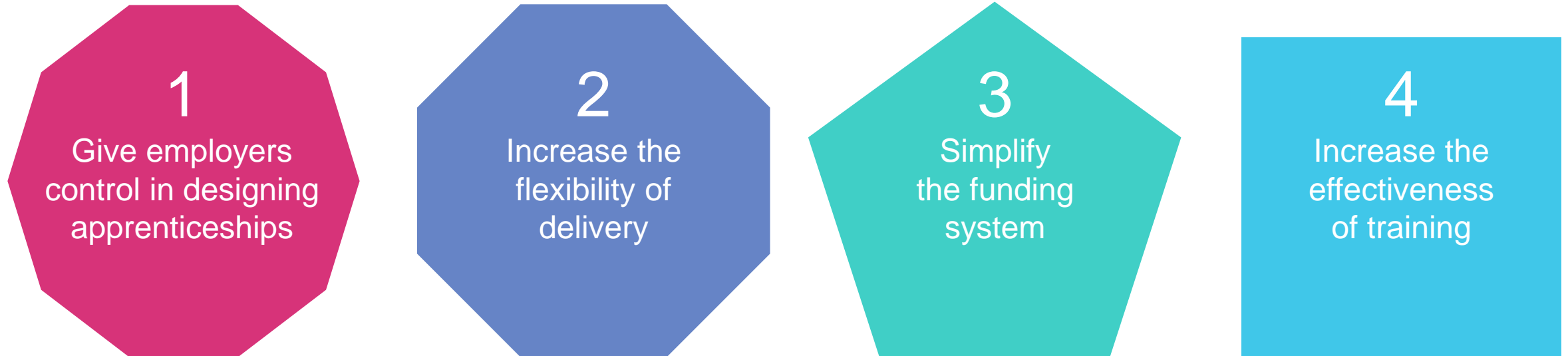




# **Overview of the apprenticeship reforms**

# Apprenticeship reforms

Apprenticeships are changing.  
You are part of that change.



If you'd like a summary of the main changes between the new apprenticeship standards and SASE frameworks, our [25-minute recorded session](#) is a really useful watch.

# Funding changes

## Funding examples for frameworks (comparison of old and new funding)

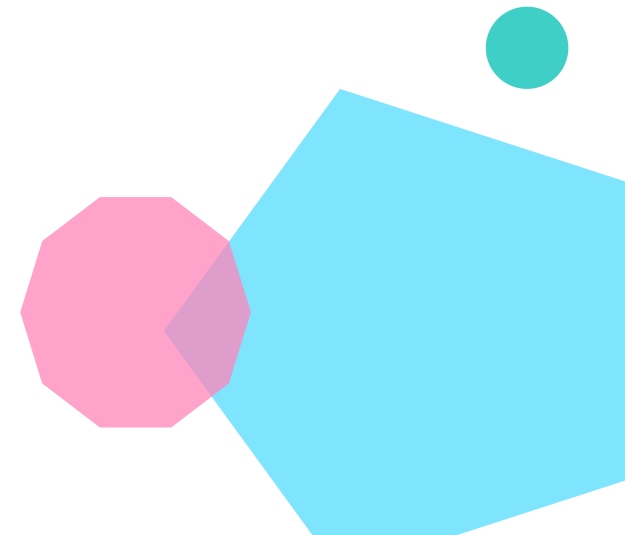
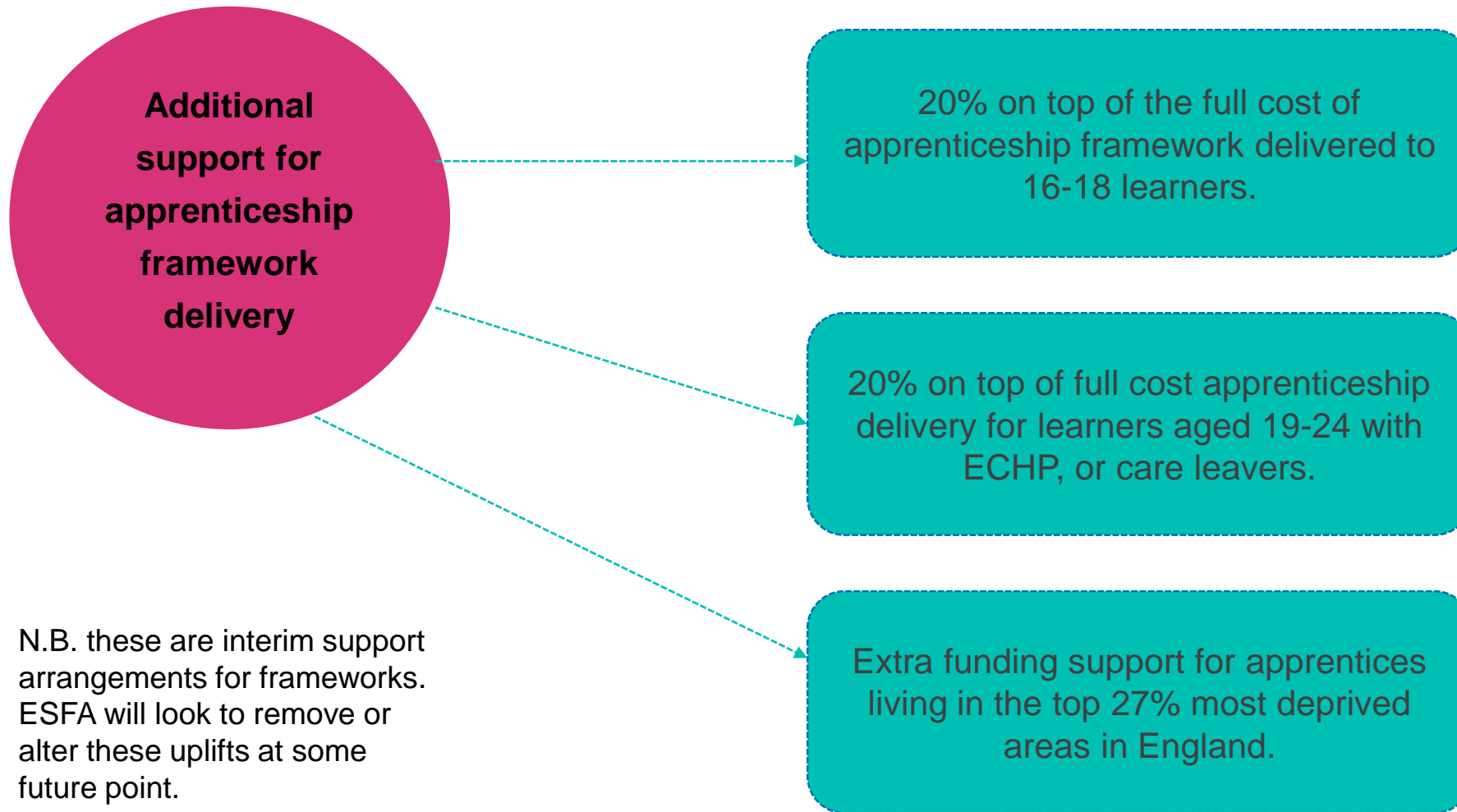
Framework name and level	Framework pathway name	Current funding based on average between 16-18 and 19+
Professional cookery (L3) / Food and beverage supervisory (L3)	Hospitality and catering	£3167-3909

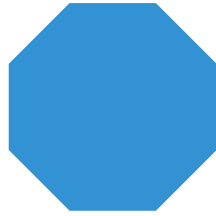
## New standards equivalents

Standard name and level	Funding band (all ages)	16-18 Incentive (£1000 for the employer, £1000 for the provider)
Senior Chef Production (L3)	Band 7 - £5,000	£2000
Hospitality Supervisor (L3)	Band 7 - £5,000	£2000

N.B. Employers with 50 or less employees pay nothing towards the cost of an apprenticeship for a 16-19 year old learner. The Government pays the full costs of these apprenticeships.

# Additional funding support for frameworks

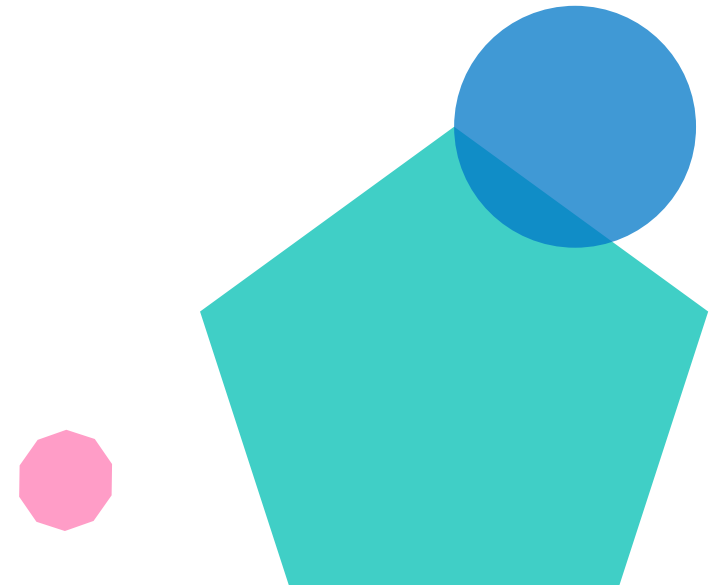




**Planning your transition**

# Why planning is so important

- Reforms are happening now – you need to plan now.
- Our research with customers tells us there is a high level of concern about readiness to deliver new apprenticeship standards and the impact of funding changes from May 2017.
- This presentation may reassure you that your plans are well on track, or it may help you identify your action plan to move forward.
- We can help you, whatever stage you're at.

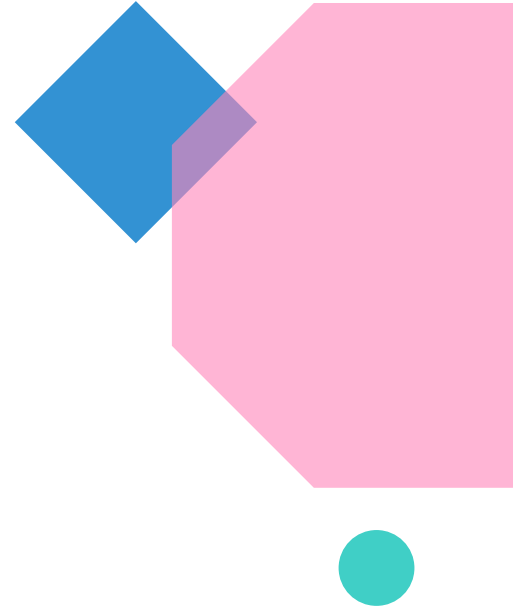




# Decisions you need to make

- Stay with SASE frameworks?  
Funding may not be enough to deliver, and potential for loss in revenue.
- Stay with SASE frameworks for now?  
Probable short-term financial challenges but time to plan for embedding the new standards.
- Move to new standards straight away?  
Potential for more funding.
- Switch off delivery?  
Loss of income until you implement a new plan.

No matter where you are in your planning process we can help. We know your challenges and the questions you need answered.



# Understanding apprenticeships – old and new

## Moving from frameworks to standards



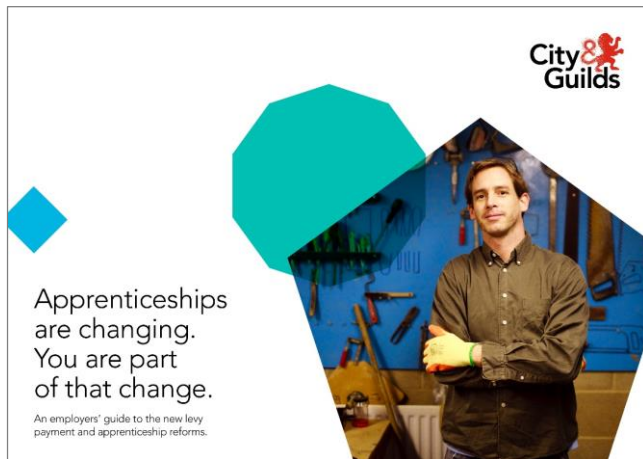
# Maths and English

- Funding is available for apprentices who have not previously attained a GCSE grade A\*- C, and will support;
  - ✓ GCSE English Language or maths
  - ✓ Functional Skills English or maths
- In exceptional circumstances ESFA will fund approved stepping stone qualifications to support progression to GCSE or Functional Skills.
- Maths and English are funded directly to the provider, not out of the employer levy.
- Level 3 standards learners must achieve a Level 2 in maths and English.

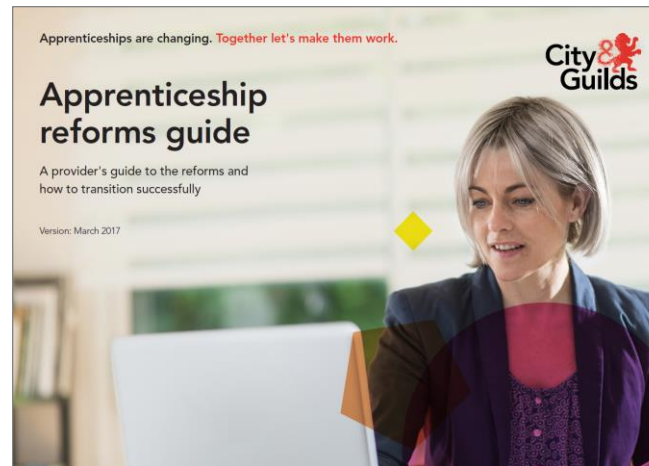


# Simple steps to plan

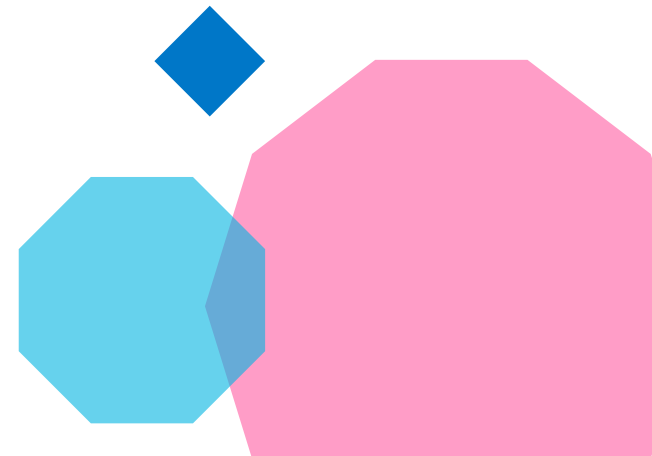
- Whether you're an employer or an employer-provider, follow our step-by-step guide to developing your apprenticeship programme.



[Employers guide](#)



[Providers guide](#)



# Hospitality Supervisor & Senior Chef Production standards

## **The standard was developed by these employers:**

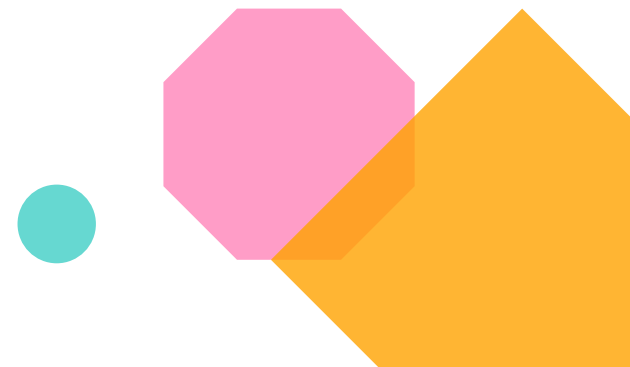
- Edward Gallier, Head of Learning and Development, Amaris Hospitality
- Johanna Keith, Apprenticeship Manager, Azzurri Group
- Melanie Hayes, Resourcing and Development Director, Compass
- David Hoyle, People Director, Fuller, Smith and Turner
- Serena von der Heyde, Business Partner, Georgian House Hotel
- Graham Briggs, Apprenticeship Manager, Greene King
- Alison Knight, Senior Manager, Talent and Leadership Development, Hilton Worldwide
- Aideen Whelehan, Human Resource Manager, Lancaster London
- Mary Payne, Apprenticeship Programme Manager, McDonald's
- Jan Smallbone, Director of Learning and Talent Development, Mitchell and Butlers
- Maggie Pavlou, HR Director, Parkdean Resorts
- Brian Turner, President, representing the chefs of the Royal Academy Culinary Arts
- Julie Barker, Director of Accommodation and Hospitality, University of Brighton
- Malcolm Redmond, Education Manager, Whitbread
- Tracy Read, HR Director, Young's

## **The standards and assessment plan are online:**

<http://www.people1st.co.uk/apprenticeships/standards-assessment-plans/hospitality-apprenticeship-standards/>

# Developing skills, knowledge and behaviors to prepare apprentices for EPA

- Assessment is required during on programme student's needs, tracking progress and providing support.
- The apprentice should meet with the on-programme assessor to record their progress against the standard.
- A minimum of six meetings at least every two months required to be recorded.
- The provider will need to build into the delivery plan the milestones against which progress will be reviewed.
- Once the employer is satisfied that the apprentice has achieved full competence, the apprentice can be put forward for the EPA.
- Once the apprentice is deemed competent the relevant section(s) of the standard should be signed off by the on-programme assessor and employer.



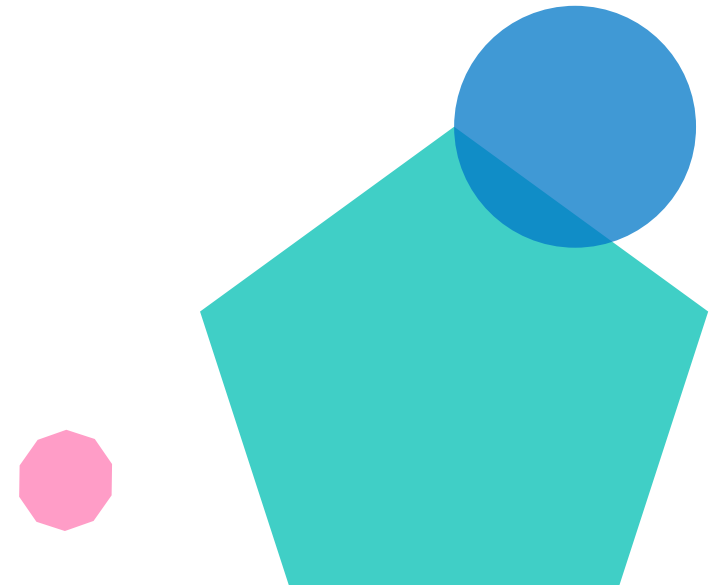
# Definition of 'off-the-job training'

## Defined as:

- Off-the-job training is defined as learning which is undertaken outside of the normal day-to-day working environment and leads towards the achievement of the apprenticeship. This can include training that is delivered at the apprentice's normal place of work but must not be delivered as part of their normal working duties.
- Off-the-job training does not include training which takes place outside the apprentice's paid working hours.
- The minimum duration of each apprenticeship is based on the apprentice working 30 hours per week or more including any off-the-job training – if the apprentice works less than 30 hours you must extend the minimum duration pro rata to take this into account (Apprenticeship Funding Rules Version 3 2017/18).
- Anything not written into the standard as mandatory cannot be paid for by Government and must be paid for by the employer and cannot be part of off-the-job training.

# What does **NOT** constitute ‘off the job training’?

- Enrolment.
- Induction.
- Diagnostic assessment or prior assessment.
- English and maths (up to Level 2) – this is funded separately.
- Progress reviews or on-programme assessment needed for an apprenticeship framework or standard.
- Off-the-job training **only** delivered by distance learning (although you can include online and other blended learning activity as part of an apprenticeship).
- Training that takes place outside the apprentice’s paid working hours.

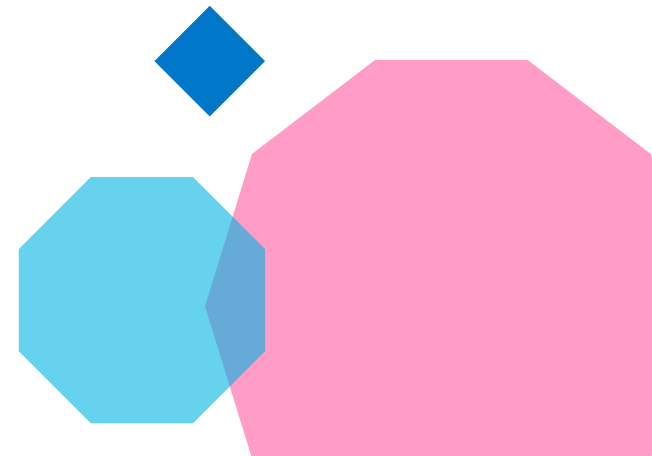




# What 'off-the-job training' could include; It MUST be directly relevant to the apprenticeship framework or standard

(Apprenticeship Funding Rules Version 3 2017/18)

- Teaching of theory - lectures
- Simulated exercises
- Role play
- Some on line learning e.g. webinars/blended learning
- Manufacturer training e.g. new equipment or technologies
- Practical training
- Shadowing
- Receiving mentoring
- Industry visits/visiting other companies/suppliers
- Attendance at competitions
- Visiting other employer departments
- Learning support provided by you or the employer
- Time spent by the apprentice writing assessments/assignments

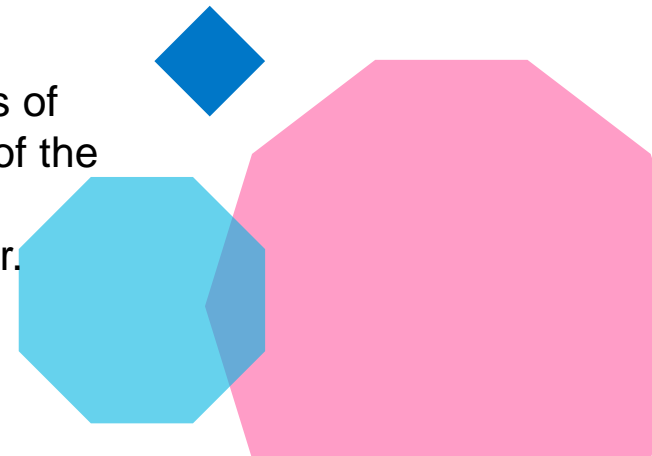


# Evidence pack – produced by the training provider

A collection of documents and information brought together to form a single point of reference relating to the learning that is taking place. This provides the evidence to prove that the apprentice exists and is eligible for funding, and for the learning to be provided. This must be made available to the ESFA if required.

The evidence pack must include with other information:

- details of the negotiated cost agreed between the employer and provider
- details of how the 20% 'off-the-job' training, excluding English and maths, will be quantified and delivered
- details of how English and maths will be delivered
- details of employment including: the name of the employer and the agreed contracted hours of employment, including paid training and 20% 'off-the-job' time and the total planned length of the apprenticeship
- the commitment statement signed and dated by the apprentice, employer and main provider.



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**Senior Chef Production standard**

# Senior Chef Production occupation standard

## **Maths and English requirements**

- Funding is available for apprentices who have not previously attained a GCSE grade A\* - C, and will support:
  - GCSE English Language or maths
  - Functional Skills English or maths.
- In exceptional circumstances ESFA will fund approved stepping stone qualifications to support progression to GCSE or Functional Skills.
- English and maths are funded directly to the provider, not out of the employer levy.

## **Gateway requirements**

- The first three elements of the assessment can be completed in any order, but must be completed before the professional discussion.

## **On-demand test**

- A two-hour, on-demand, multiple choice test, comprised of scenario based questions.

## **Practical observation**

- A four-hour practical observation of the apprentice in an operational kitchen environment, producing food to standard. The test will be split to cover preparation and service.

# Senior Chef Production occupation standard

## **Business project**

- This is a research piece that should be written-up within two months and presented to an employer and Independent End-point Assessor in a formal 30-minute presentation with a question and answer session. This may include looking at opportunities and challenges of the business, providing ideas to make an improvement to the food production operation; this may be based around efficiency, improved ways of working, reducing wastage etc.

## **Professional discussion**

- A 90-minute professional discussion with a focus on the apprentices understanding of the business.

Find out more at: [cityandguilds.com/apprenticeships](http://cityandguilds.com/apprenticeships)



# Senior Chef Production standard

## Knowledge 'know it'

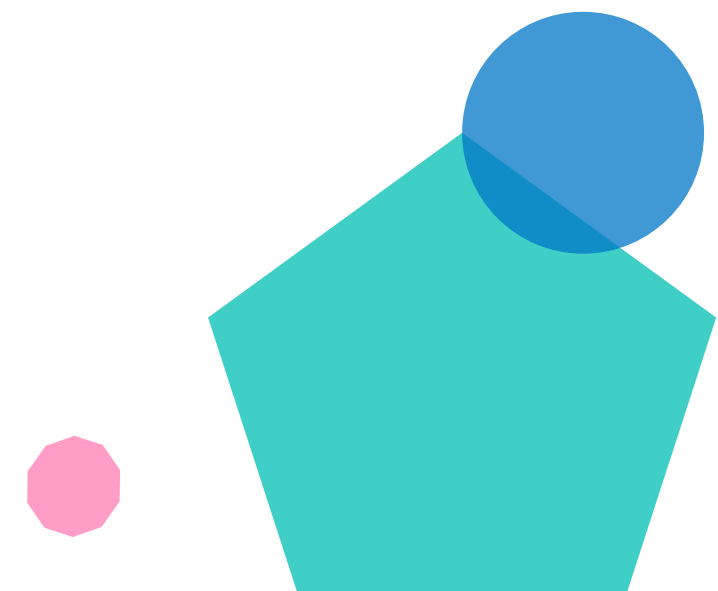
- Culinary
- Food safety
- Business
- People

## Skills 'show it'

- Culinary
- Food safety
- Business
- People

## Behaviours/Attitude 'live it'

- Culinary
- Food safety
- Business
- People



# Occupational brief – Senior Chef Production

**Grading is covered in the occupational brief and graded as below:**

	<b>Pass</b>	<b>Score</b>	<b>Distinction</b>	<b>Score</b>
On demand test	70%	1	85%	2
Professional discussion	Competence	1	Excellence	2
Practical observation	Competence	1	Excellence	3
Business project	Competence	1	Excellence	3
Overall grade	4 - 8		9+	

Refer to criteria set in assessment plan for greater detail/understanding of grading.

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**Hospitality Supervisor standard**



# Hospitality Supervisor occupation standard

## **English and Maths requirements**

- Funding is available for apprentices who have not previously attained a GCSE grade A\*- C, and will support:
  - GCSE English Language or maths
  - Functional Skills English or maths.
- In exceptional circumstances ESFA will fund approved stepping stone qualifications to support progression to GCSE or Functional Skills.
- Maths and English are funded directly to the provider, not out of the employer levy.

## **Gateway requirements**

- The first three elements of the assessment can be completed in any order, but must be completed before the professional discussion.

## **On-demand test**

- A-two hour, on-demand, multiple choice test, comprised of scenario based questions.

# Hospitality Supervisor occupation standard

## **Practical observation**

- A four-hour practical observation of the apprentice in an operational kitchen environment, producing food to standard. The test will be split to cover preparation and service.

## **Business Project**

- Looking at the opportunities and challenges of the business, providing ideas to make an improvement to the customer experience around efficiency, improved ways of working, reducing wastage etc. This will be a research piece that can be written up within two months and then presented to employer and independent end-assessor in formal 30-minute presentation with question and answer session.

## **Professional discussion**

- A 90-minute professional discussion with a focus on the understanding of the business.

Find out more at: [cityandguilds.com/apprenticeships](http://cityandguilds.com/apprenticeships)

# Hospitality Supervisor occupation standard

## Knowledge 'know it'

- Customer
- Business
- People

## Skills 'show it'

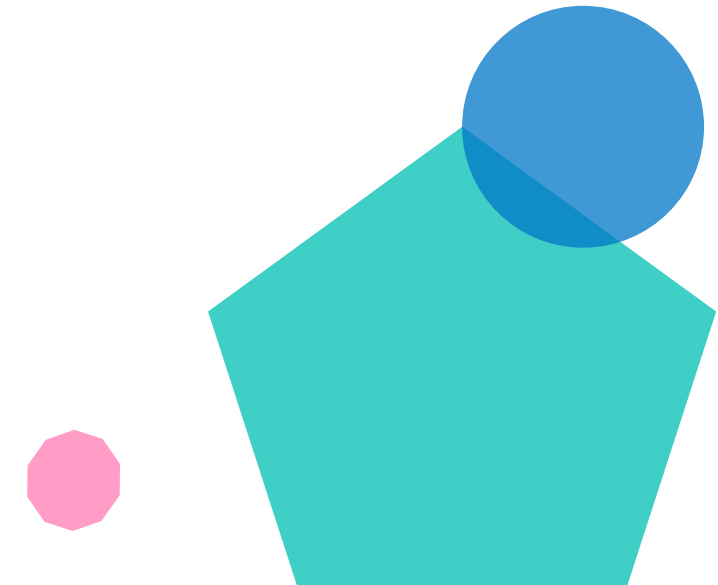
- Customer
- Business
- People

## Behaviours/attitude 'live it'

- Customer
- Business
- People

## Routes include:

- food and beverage supervisor
- bar supervisor
- concierge supervisor
- housekeeping supervisor
- front office supervisor
- hospitality outlet supervisor
- events supervisor.



# Occupational brief – Hospitality Supervisor

Grading is covered in the occupational brief and graded as below:

	<b>Pass</b>	<b>Score</b>	<b>Distinction</b>	<b>Score</b>
On-demand test	70%	1	85%	2
Professional discussion	Competence	1	Excellence	2
Practical observation	Competence	1	Excellence	3
Business project	Competence	1	Excellence	3
Overall grade	4 - 8		9+	

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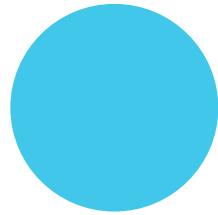
**Planning your delivery  
- points to consider**



# What do you need to consider?

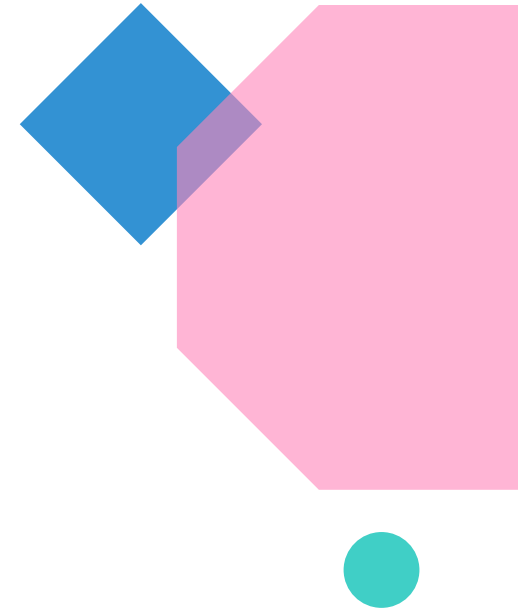
- What is the apprenticeship? Familiarise yourself with the standards and assessment plan.
- Where and how do you register your learners on the apprenticeship?
- What are the timelines? How will you meet them?
- What support materials do you have already and what will you need to develop?
- What staff do you need? How will they be used?
- What is the end-point assessment (EPA)? How will you book it?
- Who will liaise with the EPA organisation? What liaison will be required?
- What do you need to organise for the EPA?





**How we can support you to prepare for  
delivery and end-point assessment**

# Preparation resources and support





# Apprenticeship manual key features

Tasks for the learner to complete to ensure coverage of the Commis chef/team member standards.

Each one contains:

- Key terms and their definitions.
- Preparatory activities to check learner understanding.
- Practical tasks to allow the learner to apply their knowledge to their own role and organisation.
- Reflective practice for learners to consider what they've learnt, what they need to improve and how to do it.
- Apprenticeship training manual will provide a great evidence log

A progress tracker and a list of key milestones as well as information on how to use the manual as part of the programme.



# End-point assessment pack

For customers

Key document for customers for the planning and delivery of the apprenticeship.

It will include:

- The standard.
- Guidance on how to book EPA.
- Guidance on how the on-demand test will take place.
- Guidance on what will need to be set up for the **Practical Observation** in the workplace and how the **presentation** and **Professional Discussion** will work.



# End-point assessment pack

## For Independent End-point Assessors (IEAs)

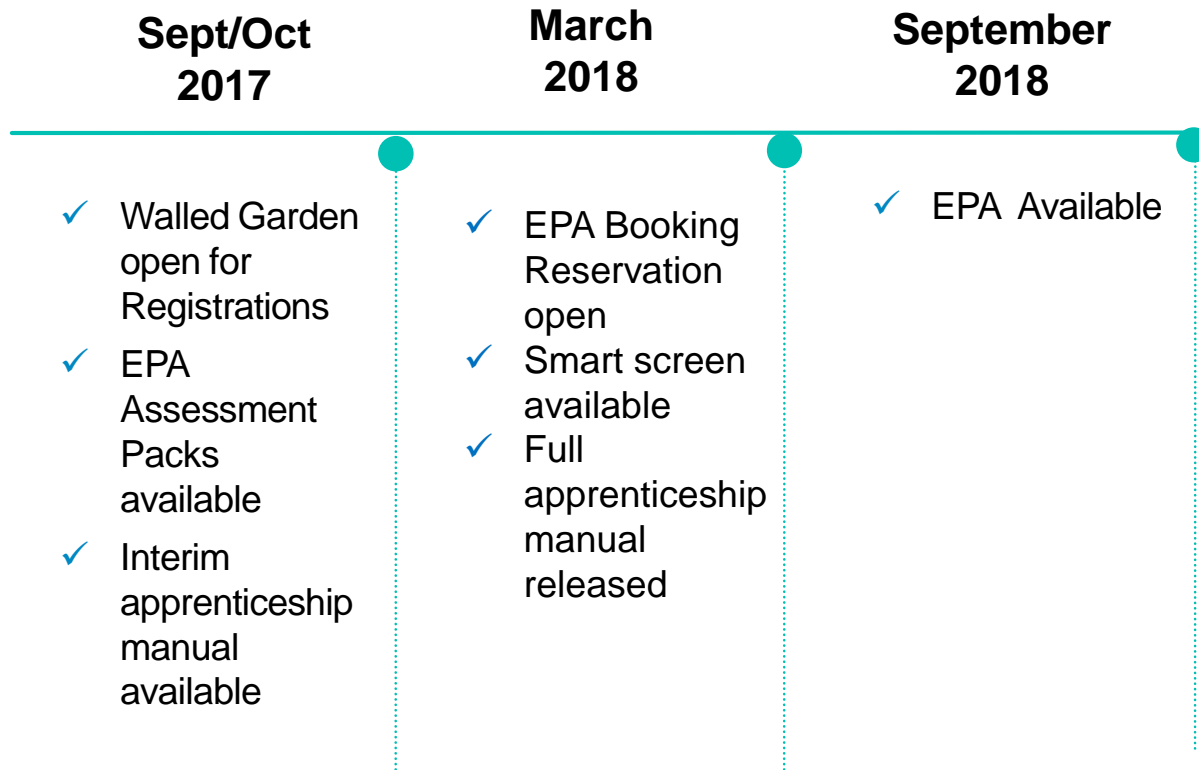
Key document for IEAs to conduct end-point assessment and grade candidates.

It will include:

- Guidance on how to review the showcase portfolio against the relevant sections of the occupation brief.
- Guidance on what they need to see as part of a valid Practical Observation – what if they don't see the activities listed in the occupational brief?
- Guidance on Professional Discussion including the questions to ask, any prompting, and if necessary how to record the discussion.



# Timeline of events



# Price and offer

End-point assessment:

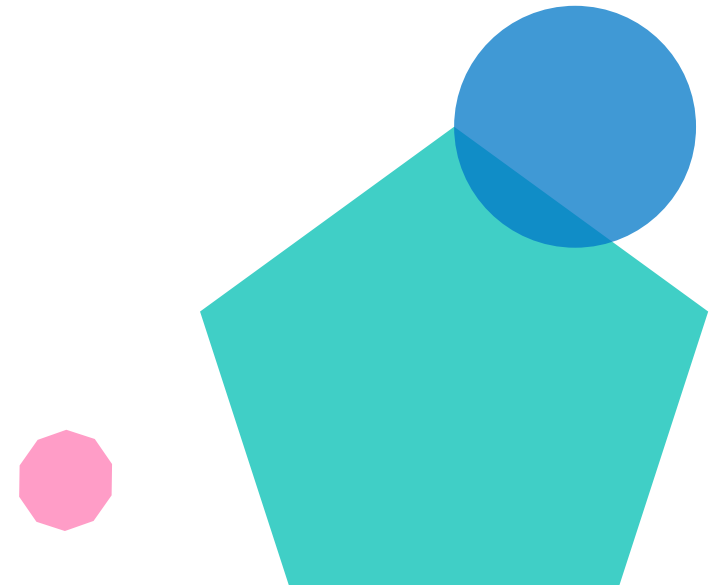
Senior Chef £1000

Hospitality Supervisor £1000

For more information contact: [apprenticeships@cityandguilds.com](mailto:apprenticeships@cityandguilds.com)

On-programme material, resits and fees breakdown are available through your business manager.

*We do not charge VAT so these prices are what you'll pay.*

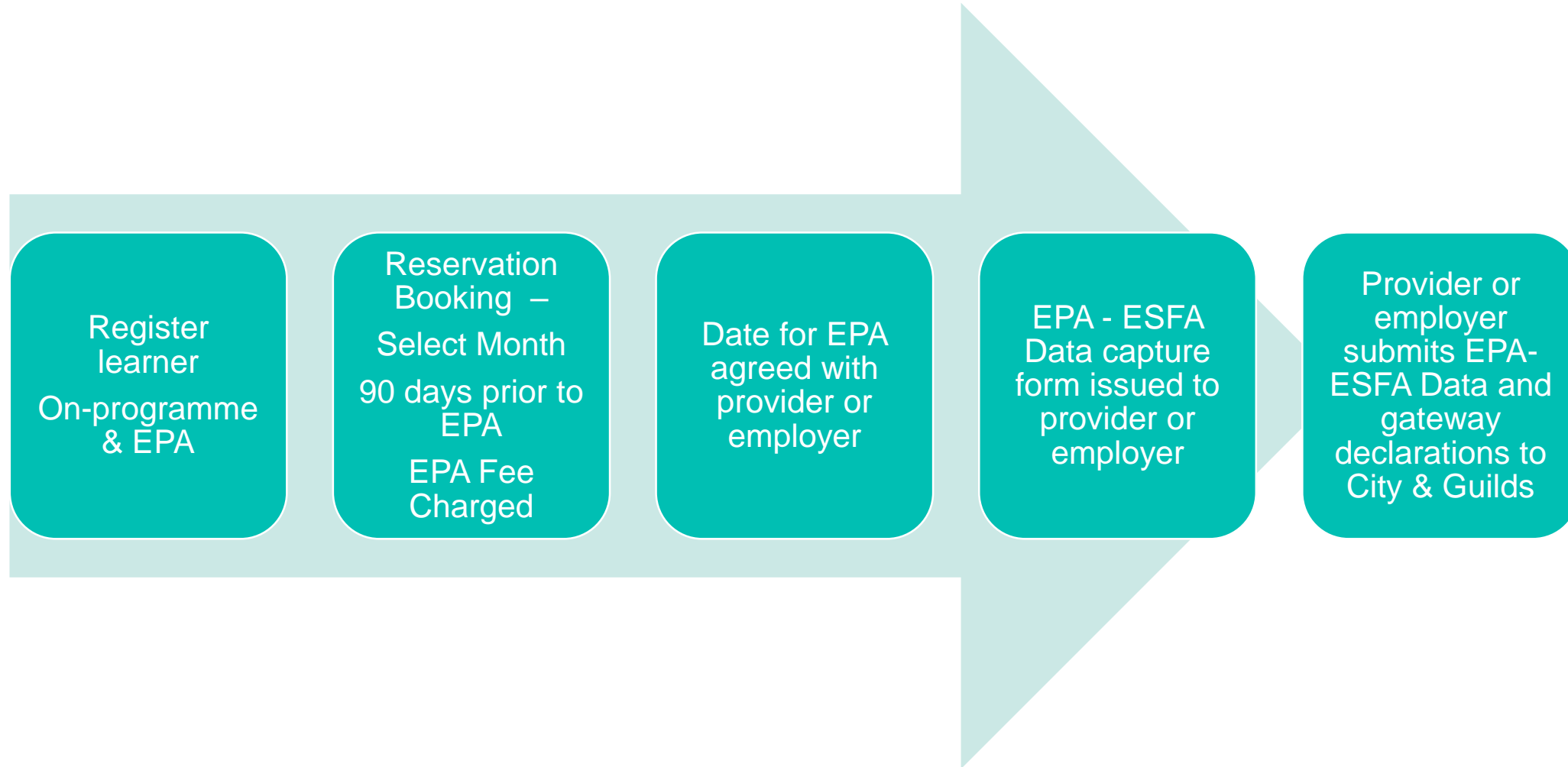


# Approval process

- If you're a new City & Guilds provider you will need to gain end-point assessment financial approval.
- If you're a current City & Guilds centre you will also need to apply for end-point assessment approval for the occupation.
- If you would like to deliver the qualification linked to the standard, you will need to apply for Qualification Approval (QAP).
- The assessment pack will be available on the website once you've registered.
- If you're delivering the qualifications you must ensure that your staff are able to demonstrate they have the occupational expertise required.



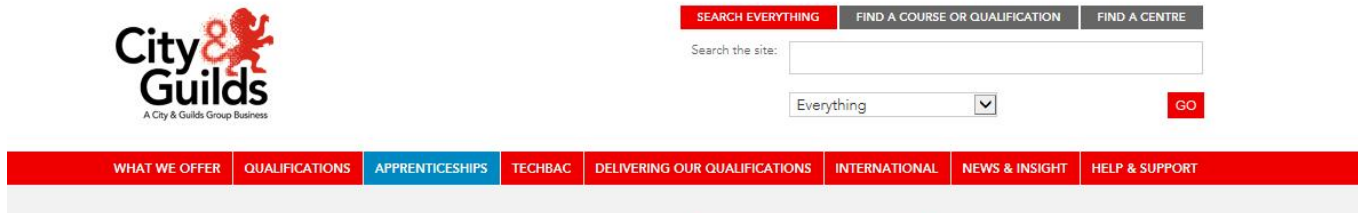
# End-point assessment reservation



## After successful end-point assessment








The screenshot shows the top of the City & Guilds website. On the left is the City & Guilds logo with the tagline 'A City & Guilds Group Business'. To the right is a search bar with three tabs: 'SEARCH EVERYTHING', 'FIND A COURSE OR QUALIFICATION', and 'FIND A CENTRE'. Below the tabs is a search input field with the text 'Search the site:' and a dropdown menu currently set to 'Everything'. A red 'GO' button is to the right of the search field. Below the search bar is a red navigation menu with white text for the following categories: 'WHAT WE OFFER', 'QUALIFICATIONS', 'APPRENTICESHIPS', 'TECHBAC', 'DELIVERING OUR QUALIFICATIONS', 'INTERNATIONAL', 'NEWS & INSIGHT', and 'HELP & SUPPORT'. The 'APPRENTICESHIPS' category is highlighted in blue.

# Become an Independent End-point Assessor



Home > Apprenticeships > New Apprenticeships Standard Offers > Become an Independent End Assessor

## Become an Independent End-point Assessor

We are currently accepting applications from suitable candidates to become Lead and Independent End-point Assessors.

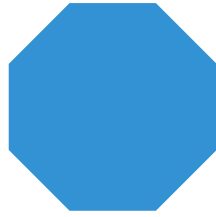
City & Guilds has been approved to deliver Independent End-point Assessments across a number of new Apprenticeship Standards.

[Apply now](#)

[f](#) [t](#) [in](#)

### NEW APPRENTICESHIPS STANDARD OFFERS

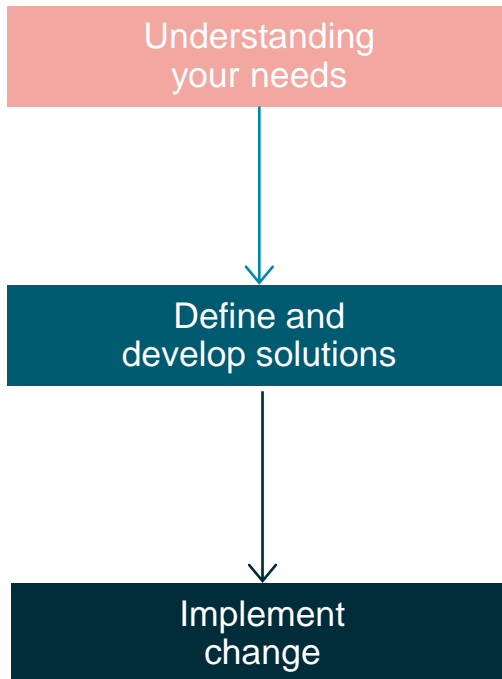
- Teaching & learning resources
- End Assessment service
- New Apprenticeship Standards



**Next steps**

# And if you want to take things further with us

## Apprenticeship consultancy offer



## Areas of apprenticeship consultancy and training

### Audit your current apprenticeship strategy

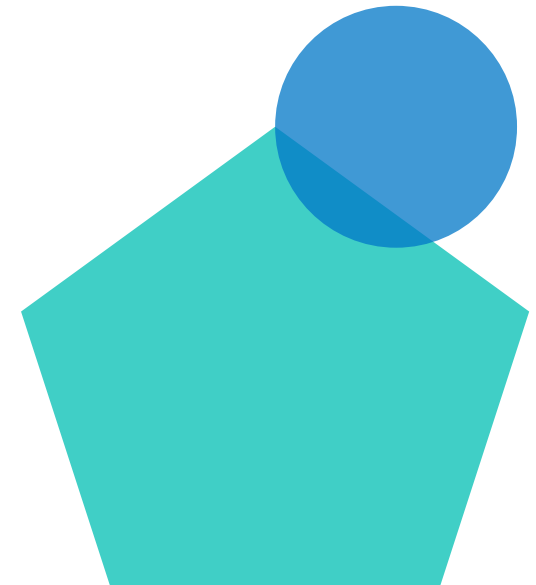
A root-to-branch audit that assesses your current strategy and identifies opportunities for growth. You'll receive an on-site consultation from a City & Guilds apprenticeship specialist who has experience in commerce and further education.

### Defining your apprenticeship offer

A carefully constructed plan defining your new strategy and providing a framework for implementation. Our consultants will draw up an improved offer that takes advantages of the new opportunities for growth.

### Upskill your team

Expert-led training courses that equip your staff to deliver your new apprenticeship strategy. We offer five different courses to meet your needs around commercial development, contract negotiation, apprenticeship support, funding, and trainer coaching.

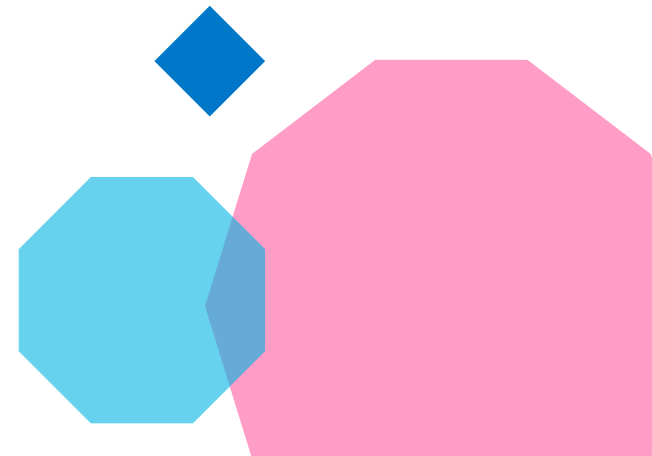


# Support and resources available

Find all our past and upcoming workshops, webinars and events [here](#).

Check our apprenticeship, consultancy and events pages on the City & Guilds website:

- <http://www.cityandguilds.com/apprenticeships>
- <http://www.cityandguilds.com/what-we-offer/centres/what-is-advance>
- <http://www.cityandguilds.com/what-we-offer/centres/improving-teaching-learning/events>



## More useful resources

- [Provider/ employer apprenticeship funding rules 2017/18](#)
- [Apprenticeship funding policy and funding bands sheets](#)
- [Register of Apprenticeship Training Providers](#)
- [Apprenticeship funding from May 2017 – policy paper](#)
- [Technical Funding Guidance](#)
- [Apprenticeship standards](#)
- [Becoming an Employer/Training Provider Guidance](#)



Any questions?



# Thank you

- Keep up to date – register for email updates: <http://www.cityandguilds.com/what-we-offer/centres/email-updates>
- To be involved in the developments of the new qualifications: [businessskills@cityandguilds.com](mailto:businessskills@cityandguilds.com)
- For more information on the new standards, our learning resources (including demos), and how we can support your business: [directsales@cityandguilds.com](mailto:directsales@cityandguilds.com)
- For additional information on end-point assessment: [endpointassessment@cityandguilds.com](mailto:endpointassessment@cityandguilds.com)

