



This Apprenticeship is designed for learners employed in **hospitality roles such as waiting on staff, bar staff, kitchen assistants, housekeepers, porters or receptionists**, who need to develop or consolidate their skills.

Learners are required to take mandatory units which cover aspects of maintaining a safe, hygienic and secure working environment, working effectively as part of a hospitality team, giving customers a positive impression of themselves and their organisation and cleaning and servicing a range of housekeeping areas in a hospitality environment. Learners then have a choice of optional units covering different hospitality areas such as front of house reception, housekeeping or hospitality services. There is a wide range of optional units allowing learners to choose units to meet the needs of their own work role.

What are the benefits of these qualifications to the learner and employer?

These qualifications are work-based qualifications, which will allow learners to develop knowledge, understanding and skills essential for working in a hospitality environment, such as front of house reception, housekeeping or hospitality services skills, working with others and improving own performance.

What progression opportunities are available to learners who achieve this qualification?

These qualifications offer various opportunities for progression to further learning. Learners may progress to the Apprenticeship Level 3 in Hospitality Supervision and Leadership or Professional Cookery Level 2 or 3.

On completion of this Apprenticeship you will achieve the following qualifications:

- Level 2 Diploma in Hospitality services
- Level 2 BTEC Certificate in Hospitality and Catering Principles
- Essential skills Wales communication level 1*
- Essential skills Wales Application of number AON level 1*

*You may already hold qualifications that can be used as proxy for Essential skills – GCSE G or above, key skills or Essential skills Wales

Course Delivery

Assessment will take place in the workplace and you will be supported by a training officer who has industry experience. Your training officer will visit you once per month for up to two hours and you will be given work to complete before your next assessment. You will have an online e-portfolio which you will use to gather evidence. Work based assessments and observations will be carried out and you will be expected to produce products of work to demonstrate your competence. The BTEC Award will be completed using online assessments.



Recommended time on programme

The duration of this Apprenticeship is 14 months.

Course Units

You will need to complete the 3 mandatory Units and 6-8 optional job role related units

MANDATORY UNITS	Produce basic pasta dishes
Maintain a safe, hygienic & secure working environment	Produce basic egg dishes
Give customers positive impression of yourself & organisation	OPTIONAL UNITS GROUP B
Contribute to effective teamwork	Collect linen & make beds
MANDATORY UNITS IF WORKING WITH FOOD	Clean windows from the inside
Maintain food safety when storing, preparing & cooking food	Cleaning & servicing a range of housekeeping areas
OR	Use of different chemicals & equipment in housekeeping
Maintain food safety when storing, holding & serving food	Maintain housekeeping supplies
OPTIONAL UNITS GROUP A	Clean, maintain & protect semi-hard & hard floors
Prepare & clear areas for counter / takeaway service	Clean & maintain soft floors & furnishings
Provide a counter / takeaway service	Provide a linen service
Prepare & clear areas for table service	Carry out periodic room servicing & deep cleaning
Serve food at the table	Deal with arrival of customers
Provide a silver service	Deal with bookings
Convert a room for dining	Prepare customer accounts & deal with departures
Provide a buffet and carvery service	Deal with communications as part of the reception function
Prepare & clear the bar area	Produce documents in a business environment
Serve Alcoholic and Soft drinks	Use office equipment
Prepare & serve Cocktails	Handle mail & book external services
Prepare & serve wine	Provide reception services
Maintain cellars & kegs	Store & retrieve information
Clean drinks dispense lines	Provide tourism information services to customers
Prepare & serve dispensed & instant hot drinks	Resolve customer service problems
Prepare & serve hot drinks using specialist equipment	Promote additional services or products to customers
Receive, store & issue drinks stock	Deal with customers across a language divide
Prepare & finish simple salad & fruit dishes	Maintain customer service through effective handover
Prepare & cook fish	Maintain & deal with payments
Prepare & cook meat & poultry	Employment rights and in the Hospitality, Leisure, Travel & Tourism Sector
Prepare hot and cold sandwiches	
Complete kitchen documentation	
Set up & close kitchen	
Prepare & present food for cold presentation	
Produce basic Fish dishes	