



This Apprenticeship is designed for learners employed in hospitality roles for example **team leaders, supervisors, front of house, receptionist, bar staff and housekeepers who are new to the leadership role or who need to develop or consolidate their leadership skills**. At level 3 learners are expected to be in an operational role in the workplace.

Learners must take mandatory units that cover aspects of setting objectives and providing support for team members, developing working relationships with colleagues, contributing to the control of resources, maintaining the health, hygiene, safety and security of the working environment, and leading a team to improve customer service in a hospitality environment. Learners can then choose optional units covering different areas of hospitality supervision and leadership such as supervising food production operations and contributing to the selection of staff for activities. There is a wide range of optional units that allow learners to choose units to meet the needs of their own work role.

What are the benefits of this qualification to the learner and employer?

This is a work-based qualification which will enable learners to develop knowledge, understanding and skills essential for working in a hospitality environment, such as supervisory skills, working with others and managing and improving own and other's performance.

What are the potential job roles for those working towards this Apprenticeship?

The National Occupational Standards cover a diverse range of job roles, for example:

- Team leader
- Supervisor
- Assistant manager

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

Learners can progress to Level 4 Apprenticeship in Hospitality Management.



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

- Level 3 Diploma in Hospitality supervision & leadership
- Level 3 Award in Hospitality supervision & leadership principles
- Essential skills Wales communication level 2*
- Essential skills Wales Application of number AON level 2*

*You may already hold qualifications that can be used as proxy for Essential skills – GCSE C 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 18 months.

Course Units

You will need to complete the 5 mandatory Units and 3-4 optional job role related units

MANDATORY UNITS	OPTIONAL UNITS GROUP B
Set objectives & provide support for team member	Contribute to promoting hospitality products & services
Develop working relationships with colleagues	Contribute to the development of a wine list
Contribute to the control of resources	Contribute to the development of recipes & menus
Maintain the Health, Hygiene, Safety & Security of the workplace	Contribute to the selection of staff for activities
Lead a team to improve customer service	Ensure Food Safety Practices are followed in the preparation & serving of F&B
OPTIONAL UNITS GROUP A	Improve the customer relationship
Supervise drink services	Lead & manage meetings
Supervise food production operations	Manage the environmental impact of work activities
Supervise food service	Manage the receipt, storage or dispatch of goods
Supervise functions	Monitor & solve customer service problems
Supervise housekeeping operations	Supervise cellar & drink storage operations
Supervise portering & concierge	Supervise linen services
Supervise reception services	Supervise off-site food delivery service
Supervise reservations & booking services	Supervise practices for handling payments
	Supervise the use of technological equipment in hospitality services
	Supervise the wine store / cellar & dispense counter
	Supervise vending service
	Support Learning & Development within own area of responsibility
	Employment Rights & Responsibilities in the Hospitality, Leisure, Travel & Tourism Sector