

Apprenticeship/Foundation Modern Apprenticeship in Hospitality and Catering	Framework Issue Number 9.1
Advanced Apprenticeship/Modern Apprenticeship in Hospitality and Catering	Framework Issue Number 9.1

Framework Code

2	2	0
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This Apprenticeship framework covers England and Wales

Date submitted to the AAG:

20th August 2009

Would you like to present the framework to the AAG at its next meeting?

N/A

Date approved by the AAG:

26th August 2009

Date funding agreed

(to be inserted by the SSC/SSB once agreed)

Implementation date:
England

1st September 2009

Wales

1st September 2009



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Summary of Changes to this Framework

Framework Issue 9 – Implementation date 1st August 2009

The issue number of the previous framework (before Issue 9) was:

- Apprenticeship/Foundation Modern Apprenticeship and Advanced Apprenticeship/Modern Apprenticeship in Hospitality and Catering – Issue 8.1

This framework (Issue 9) was amended as a result of new National Occupational Standards in Hospitality Supervision and Leadership. This led to the development of a new competence-based qualification which was incorporated into this framework, replacing the previous one.

The previous NVQs both at level 2 and level 3, offered by Hospitality Awarding Body (HAB) had an accreditation end date of 31st July 2009 and were therefore no longer part of the framework.

In addition, the previous Hospitality & Catering Apprenticeship framework assessed the knowledge-based element of the Apprenticeship through the independent assessment of knowledge in the respective NVQ. This method of assessment was supported by the Assessment Strategy. Since then there has been significant demand from industry for the re-introduction of separate technical certificates, and following consultation with our Apprenticeship Implementation Group, Learning Providers, and Awarding Organisations, People 1st decided to put these back into the framework. This was further supported by the People 1st Apprenticeship Strategy which has been endorsed by industry.

As a result, we worked closely with Awarding Organisations, employers and training providers to develop new technical certificates for the framework which have now been included.

National Vocational Qualifications

Apart from the new Level 3 Diploma in Hospitality Supervision and Leadership (NVQ) and the removal of the NVQs offered by HAB, there were no changes to any of the other NVQs at either level and they remained the same as in the previous framework.

The table below provides details of both the old, existing and new NVQs:

Apprenticeship/Foundation Modern Apprenticeship:

Existing NVQs (continue registrations)	
Title/Awarding Body	Qualification Reference Nos
L2 Food and Drink Service / City & Guilds	100/5386/4
L2 Food and Drink Service / Education Development International plc	100/5871/0
L2 Food and Drink Service / Edexcel	500/4170/8
L2 Front Office / City & Guilds	100/5380/3
L2 Front Office / Education Development International plc	100/5873/4

L2 Front Office / Edexcel	500/4219/1
L2 Food Processing and Cooking / City & Guilds	100/5383/9
L2 Food Processing and Cooking / Education Development International plc	100/5872/2
L2 Food Processing and Cooking / Edexcel	500/4203/8
L2 Professional Cookery / City & Guilds	100/5384/0
L2 Professional Cookery / Education Development International plc	100/5876/X
L2 Professional Cookery / Edexcel	500/4174/5
L2 Housekeeping / City & Guilds	100/5381/5
L2 Housekeeping / Education Development International plc	100/5874/6
L2 Housekeeping / Edexcel	500/4172/1
L2 Multi-skilled Hospitality Services / City & Guilds	100/5382/7
L2 Multi-skilled Hospitality Services / Education Development International plc	100/5875/8
L2 Multi-skilled Hospitality Services / Edexcel	500/4131/9

Old NVQ (no new registrations after 31st July 2009)	
Title/Awarding Body	Qualification Reference Nos
L2 Food and Drink Service / Hospitality Awarding Body	100/5363/3
L2 Front Office / Hospitality Awarding Body	100/5365/7
L2 Food Processing and Cooking / Hospitality Awarding Body	100/5364/5
L2 Professional Cookery / Hospitality Awarding Body	100/5368/2
L2 Housekeeping / Hospitality Awarding Body	100/5367/0
L2 Multi-skilled Hospitality Services / Hospitality Awarding Body	100/5366/9

Advanced Apprenticeship/Modern Apprenticeship:

Existing NVQs (continue registrations)	
L3 Professional Cookery / City & Guilds	100/5385/2
L3 Professional Cookery / Education Development International plc	100/5877/1
L3 Professional Cookery / Edexcel	500/4202/6

Old NVQ (no new registrations after 31st July 2009)		New NVQs (registrations from 1 August 2009)	
Title/Awarding Body	Qualification Reference Nos	Title/Awarding Body	Qualification Reference Nos
L3 Hospitality Supervision/Hospitality Awarding Body	100/2313/6	L3 Diploma in Hospitality Supervision and Leadership (NVQ)/City & Guilds	500/6096/X
L3 Hospitality Supervision/City & Guilds	100/2429/3	L3 Diploma in Hospitality Supervision and Leadership Skills (NVQ)/ Education Development International plc	500/6326/1
L3 Hospitality Supervision/Education Development International plc	100/2462/1	L3 Diploma in Hospitality Supervision and Leadership Skills (NVQ)/Edexcel	500/6432/0
L3 Hospitality Supervision/Edexcel	100/2702/6		
L3 Professional	100/5369/4		

Cookery / Hospitality Awarding Body			
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Technical Certificates

The following technical certificates were added to the framework:

Apprenticeship/Foundation Modern Apprenticeship

Title	Awarding Body	Qualification Reference No
L2 Award in Hospitality and Catering Principles (Food and Drink Service)	City & Guilds	500/6204/9
L2 Award in Hospitality and Catering Principles (Food and Drink Service)	Education Development International plc	500/6258/x
L2 Award in Hospitality and Catering Principles (Food and Drink Service)	Edexcel	500/6336/4
L2 Award in Hospitality and Catering Principles (Front Office)	City & Guilds	500/6507/5
L2 Award in Hospitality and Catering Principles (Front Office)	Education Development International plc	500/6586/5
L2 Award in Hospitality and Catering Principles (Front Office)	Edexcel	500/6333/9
L2 Certificate in Hospitality and Catering Principles (Food Processing and Cooking)	City & Guilds	500/6263/3
L2 Certificate in Hospitality and Catering Principles (Food Processing and Cooking)	Education Development International plc	500/6344/3
L2 Certificate in Hospitality and Catering Principles (Food Processing and Cooking)	Edexcel	500/6335/2
L2 Certificate in Hospitality and Catering Principles (Professional Cookery)	City & Guilds	500/6264/5
L2 Certificate in Hospitality and Catering Principles (Professional Cookery)	Education Development International plc	500/6273/6
L2 Certificate in Hospitality and Catering Principles (Professional Cookery)	Edexcel	500/6337/6
L2 Award in Hospitality and Catering Principles (Housekeeping)	City & Guilds	500/6265/7
L2 Award in Hospitality and Catering Principles (Housekeeping)	Education Development International plc	500/6564/6
L2 Award in Hospitality and Catering Principles	Edexcel	500/6334/0

(Housekeeping)		
L2 Award in Hospitality and Catering Principles (Multi-Skilled)	City & Guilds	500/6508/7
L2 Award in Hospitality and Catering Principles (Multi-Skilled)	Edexcel	500/6332/7

Advanced Apprenticeship/Modern Apprenticeship:

Title	Awarding Body	Qualification Reference No
L3 Certificate in Hospitality and Catering Principles (Professional Cookery)	City & Guilds	500/6597/x
L3 Certificate in Hospitality and Catering Principles (Professional Cookery)	Education Development International plc	500/6525/7
L3 Certificate in Hospitality and Catering Principles (Professional Cookery)	Edexcel	500/6544/0
L3 Award in Hospitality Supervision and Leadership Principles	City & Guilds	500/6186/0
L3 Award in Hospitality Supervision and Leadership Principles	Education Development International plc	500/6220/7
L3 Award in Hospitality Supervision and Leadership Principles	Edexcel	500/6331/5

People 1st worked closely with providers to develop and implement these changes and communicated with them regularly on the changes through Provider Group meetings, Expert Panels and our monthly Provider Bulletin which goes out to 1076 providers in England and 91 in Wales. In England, information on the new apprenticeship frameworks were contained in the provider bulletin over the previous four months.

In addition, we also kept providers informed of the changes via the:

- Association of Learning Providers (ALP) Hospitality Specialist Group which is open to all Hospitality work-based providers and is chaired by John Hyde from HIT Training. The minutes of this group are sent to approximately 25 providers.
- Professional Association of Catering Educators (PACE) Conference in April 2009 at which 350 lecturers were present representing 200 colleges.

Functional Skills – England only

Functional skills are practical skills in English, Information and Communication Technology (which is not included in this framework) and Mathematics where the assessment support problem solving, skills-based approaches. They provide an individual with the essential

knowledge, skills and understanding that will enable them to operate confidently, effectively and independently in life and at work.

People 1st are aware that there is a pilot of functional skills taking place, and that some providers delivering the Hospitality and Catering Apprenticeship may be involved in this pilot. Therefore, People 1st agreed to accept the functional skills of English and Mathematics as part of this framework instead of the Key Skills in Communication and Application of Number respectively at the same level. However, only those apprentices who are part of the pilot for functional skills will be eligible to receive the completion certificate using those qualifications.

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Additional Technical Certificate

A new technical certificate has been added to the Hospitality and Catering Apprenticeship/Foundation Modern Apprenticeship.

Title	Awarding Body	Qualification Reference No
L2 Award in Hospitality and Catering Principles (Multi-Skilled)	Education Development International plc	500/6696/1

Knowledge Based element (section 4.2)

Following research People 1st has recently completed into best practice in Apprenticeship delivery which highlights that delivery models should be flexible to meet the needs of employers and learners, the following line has been removed:

'The key to success within our sector is a blend of both off and on-job learning.'

Transfer Arrangements from Previous Framework (section 5.6)

A line has been inserted stating when registrations onto Issue 9.1 of the Hospitality and Catering Apprenticeship/Foundation Modern Apprenticeship and Advanced Apprenticeship/Modern Apprenticeship frameworks should begin, as follows:

'Registrations for framework issue number 9 will begin on the 1st August 2009 and the cut off date for registrations on that framework will be 31st August 2009. Registrations for framework issue number 9.1 will begin from 1st September 2009, and all learners registered from then must be working towards the new framework.'

1. Contact Details of the Industry or Sector

Title, level and coverage of apprenticeship	Hospitality and Catering Apprenticeship/Foundation Modern Apprenticeship (FMA) and Advanced Apprenticeship/Modern Apprenticeship (MA)
Name of Sector Skills Council/Standard Setting Body	People 1 st
Contact name	Preetkiran Sumal
Address	2 nd Floor Armstrong House 38 Market Square Uxbridge Middlesex UB8 1LM
Telephone number	0870 060 2550
Fax number	0870 060 2551
Email address	preetkiran.sumal@people1st.co.uk
Date sent to AAG	20 th August 2009
Date of Implementation	1 st September 2009

1.1 Responsibility for the Framework

These frameworks will be the ongoing responsibility of People 1st until further notice. People 1st is the SSC for the following 14 industries which make up the hospitality, leisure, travel and tourism sector: Hotels; Restaurants; Pubs, bars and nightclubs; Food and service management (contract catering); Hospitality services; Membership clubs; Travel services; Tourist services; Events; Gambling; Visitor attractions; Youth/backpacker hostels; Holiday centres; Self-catering accommodation.

2.1 Summary of the Mandatory Outcomes for the Hospitality and Catering Apprenticeship/Foundation Modern Apprenticeship

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Apprenticeship/Foundation Modern Apprenticeship		Level
Competence Based Element		
Route A	NVQ in Food and Drink Service	2
Route B	NVQ in Food and Drink Service (Drinks Service)	2
Route C	NVQ in Front Office	2
Route D	NVQ in Food Processing and Cooking	2
Route E	NVQ in Professional Cookery	2
Route F	NVQ in Housekeeping	2
Route G	NVQ in Hospitality Services (Multi-Skilled)	2
Knowledge based element		
Route A	Award in Hospitality and Catering Principles (Food and Drink Service)	2
Route B	Award in Hospitality and Catering Principles (Food and Drink Service)	2
Route C	Award in Hospitality and Catering Principles (Front Office)	2
Route D	Certificate in Hospitality and Catering Principles (Food Processing and Cooking)	2
Route E	Certificate in Hospitality and Catering Principles (Professional Cookery)	2
Route F	Award in Hospitality and Catering Principles (Housekeeping)	2
Route G	Award in Hospitality and Catering Principles (Multi-Skilled)	2

2.2 Summary of the Mandatory Outcomes for the Hospitality and Catering Advanced Apprenticeship/Modern Apprenticeship

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Advanced Apprenticeship/Modern Apprenticeship		Level
Competence Based Element		
Route A	NVQ in Professional Cookery	3
Route B	Diploma in Hospitality Supervision and Leadership Skills (NVQ)	3
Knowledge based element		
Route A	Certificate in Hospitality and Catering Principles (Professional Cookery)	3
Route B	Award in Hospitality Supervision and Leadership Principles	3
Key Skills / Functional Skills (England Only)		
	Key Skill Application of Number	2
	Key Skill Communications	2
or (Apprentices on pilots only)		
	Functional Skill English	2
	Functional Skill Mathematics	2
Additional Employer Requirements		
None		

Employment rights and responsibilities

Induction covering workplace Employment Rights and Responsibilities. Proof of the induction process having taken place will be required when claiming certification. The evidence for this will be an approved and signed copy of the Employment Rights and Responsibilities induction component, a copy of which can be obtained from People 1st. We will, in addition, develop a pro-forma certificate of attendance for the candidate to be issued by the employer or providers upon completion of the ERR. Content to be covered under ERR, to be included in our additional guidance to be determined as;

- Familiarisation of employer's organisation
- Requirements and expectations of the apprenticeship and advanced apprenticeship
- Instruction in customer care
- Range of statutory responsibilities and associated documentation
- Sources of information and advice
- Apprentice's role in the organisation, including relationship with other departments and the industry as a whole
- Principles, policies and codes of practice used by employers and how they relate to jobs in the industry
- Why there is a range of statutory laws relating to ERR
- Range of career pathways available, opportunities for career development and how to get information on them
- How to effectively access information and advice on ERR
- Types of representative bodies in the hospitality industry
- Issues of public concern
- Equality and Diversity issues

3 Overview of the Framework

3.1 Rationale for Framework

3.1.1 Background to review of the Hospitality and Catering Apprenticeship/Foundation Modern Apprenticeship and Hospitality and Catering Advanced Apprenticeship/Modern Apprenticeship for England and Wales

This Apprenticeship review has taken place for the reasons below.

Review of the Hospitality Supervision National Occupational Standards

The previous Hospitality Supervision National Occupational Standards have been reviewed to reflect current industry practice and therefore changes need to be made to the Apprenticeship framework to incorporate a new competence-based qualification.

New technical certificates

There has been significant demand from the industry for the re-introduction of technical certificates into the framework. This has been identified through the People 1st Apprenticeship Strategy which has been consulted on and endorsed by industry and providers. The decision to re-introduce technical certificates into the framework was reached with employers and learning providers to raise the profile of the apprenticeship and to enable apprentices to gain additional qualifications that prove knowledge and understanding making the programme more robust.

Following the introduction of the previous Apprenticeship Framework, we put in place a number of mechanisms to evaluate the take up and effectiveness of the Framework and identify any potential changes required. As well as regular monitoring and analysis of statistical data such as the Learning and Skills Council (LSC) apprenticeship statistics and our own certification processes, these included:

- An industry-led Apprenticeship Briefing Group aimed at existing apprenticeship employers, to enable them to discuss issues, raise concerns and share best practice
- An Apprenticeship Provider Group for those involved in the Hospitality and Catering Apprenticeship to focus on key areas of delivery
- An Apprenticeship Funding Panel made up of work-based providers and colleges, to research activity levels in delivering the Apprenticeship
- An Apprenticeship Implementation Group to advise on the content of the Apprenticeship and for People 1st to understand any issues; this group is made up of employers (who currently take on apprentices or are planning to take them on) and providers

In addition:

- People 1st is establishing Expert Panels from the 14 industry sectors in our footprint. Those that have been formed so far have been used to provide comment

on the new Apprenticeship Framework to ensure it is right for industry (see below for more detail)

The above groups have also been instrumental in the development of our Apprenticeship Strategy.¹ This lays out our vision for apprenticeships in terms of:

- content
- delivery
- promotion including Information Advice and Guidance
- eliminating barriers to take up
- progression opportunities
- a range of actions we will take forward to increase both start and completion rates

One of the first key actions has been a major piece of research to identify best practice in the delivery of apprenticeships in the sector resulting in a detailed report and case studies. This is currently being used to develop and promote best practice delivery models for use by providers.

3.1.2 Why Apprenticeships are important to and appropriate for the sector

Overview of the sector

The hospitality, leisure, travel and tourism sector:

- is one of the UK's largest employers, accounting for nearly 2 million people across 192,000 outlets; representing approximately 7 percent of the total UK workforce. Almost 90 percent of staff work in the hospitality industry²
- The restaurant industry is the largest within the sector (both in terms of the number of outlets and size of the workforce), followed by the pubs, bars and nightclubs industry and the hotel industry; the restaurant industry employed 567,600³ people in 2007/08
- In Wales, the size of the hospitality workforce in Wales is 89,200⁴
- The largest occupation group is 'kitchen and catering assistants'⁵ followed by 'chefs and cooks'
- The sector employs a young workforce. The pub, bar and nightclub and restaurant industries are particularly reliant on people under the age of 30 (65 percent and 55

¹ People 1st: Apprenticeship Strategy November 2008

² This encompasses restaurants, hospitality services, pubs, bars and nightclubs, hotels, food and service management, holiday centres, self-catering accommodation and youth/backpacker hostels

³ Labour Force Survey, 2007/08, Office for National Statistics

⁴ Includes food & service management, holiday parks & self catering accommodation, hotels, pubs, bars & nightclubs, restaurants, youth hostels and hospitality services

⁵ 'Kitchen and Catering Assistant' includes Canteen Assistant, Catering Assistant, Counterhand, Dining Room Assistant, Kitchen Assistant, Kitchen Porter, Washer-up (hotels, catering, public houses)

percent respectively); a relatively high proportion of managers of licensed premises and restaurant and catering managers are under the age of 30. 35 percent of the hospitality sector are under the age of 25 years.⁶

- The restaurant industry workforce has recently experienced substantial growth and according to the Annual Business Inquiry, approximately 163,000 more people were employed in this industry in 2006 than in 1998

Importance and appropriateness of apprenticeships to the sector

Apprenticeships are crucial to the sector for a number of reasons. This fact is demonstrated by the high take up figures of apprenticeships. LSC figures alone indicate that for the last full year where figures are available (2006/07) there were 13,230 registrations in England, significantly high in comparison to most other sectors.

People 1st has pledged to improve the quality of content and delivery in apprenticeship programmes. This specifically is shown through the development of our Apprenticeship Strategy which details how we intend to do this. We see apprenticeships as central to the recruitment and development of our future skilled staff. It is a key aspect of the People 1st Strategic Plan and the National Skills Strategy (see below) to attract and retain high quality people, and ensuring there are robust pathways encouraging people to develop higher skills needs.

Apprenticeships are crucial to the sector for a wide range of reasons (the points below are discussed in more detail further below):

- The programmes are developed by employers for employers and cover the key areas where industry has its key challenges: retention, management and leadership, customer service and chef skills. These areas were identified as priorities in the People 1st National Skills Strategy (NSS), which was endorsed by Shaun Woodward MP, the then Tourism Minister and produced from research consisting of 5000 employer interviews for our Sector Skills Agreement, and.
- They provide a high quality entry point for young people starting work. The industry has traditionally suffered from a poor perception in the eyes of many parents, teachers and learners. Quality apprenticeships delivered by good employers demonstrate that there is a structured and robust development route in place to provide the foundation of skills and knowledge needed for a career in this sector, particularly for learners who have become disillusioned with formal education.
- They offer a ready made development programme that employers of all sizes can quickly adopt. Bearing in mind that 77% of the sector are small and micro businesses, the apprenticeship represents a valuable, ready made resource, particularly the multi-skilled apprenticeship route.
- They focus on areas key to the future development of our national tourism product. The arrival of the Ryder Cup in Newport, Wales in 2010, the Skills Olympics in 2011 and the Olympic and Paralympic Games being held in London in 2012 requires the sector to have a fully skilled workforce to deal with the number of visitors expected

⁶ Includes food & service management, holiday parks & self catering accommodation, hotels, pubs, bars & nightclubs, restaurants, youth hostels and hospitality services

and the opportunities that this brings. The apprenticeship has always been a recognised way of achieving a skilled workforce.

- There is a high take up figure of apprenticeships in the sector and best practice employers have benefited from the programme in a number of ways.

We have recently completed some employer case studies to emphasise the business benefits of Apprenticeships. Some of the reasons why employers continue to value the apprenticeship programme are as follows:

- Apprenticeships are good value for money - In the current economic climate apprenticeships can be a cost effective way to recruit an enthusiastic workforce and are good value on wage margins since they are generally paid less than experienced workers, yet our research has shown that they are productive fairly quickly
- A report published by Warwick Institute for Employment Research shows that the average cost of investing in Apprenticeship training in the hospitality industry is approximately £4,240; this sum is likely to be recouped by an employer within one year
- Apprenticeships can help with retention and reduce recruitment costs – research by the LSC found that 80 percent feel that Apprenticeships reduce staff turnover
- Apprenticeships provide training which meets the needs of businesses
- Apprentices contribute to the wider pool of skilled labour and help to overcome skill shortages
- Apprenticeships are great for identifying new talent and fostering promotion
- Apprenticeships help to motivate staff
- Apprenticeships can improve productivity and profitability

Following consultation with employers and key stakeholders, Apprenticeship frameworks for the Hospitality and Catering sector have been written into the Sector Qualifications Strategy as an important part of how we address skills needs in the industry.

3.1.3 How Apprenticeships are crucial to addressing workforce development issues

As identified through the Sector Skills Agreement, the sector faces some key challenges in the areas of retention, management and leadership, customer service and chef skills. The Hospitality and Catering Industries have acute Workforce Development needs, and as mentioned above employers have already highlighted Apprenticeships as an important tool to improve the situation. Apprenticeships are a central plank of our strategy to addressing workforce development needs and have been specifically highlighted in the People1st Strategic Plan as a way of attracting and retaining high quality people, and ensuring there are robust pathways encouraging people to develop higher skills needs. This has led to the development of an Apprenticeship Strategy for the sector which has been endorsed by industry and stakeholders and outlines our objectives and vision for apprenticeships.

Research has shown that two thirds of employers in our sector are training, but only 3 percent of this training leads to a formal qualification. We are working with a number of employers in the sector to map their in-house training to the Apprenticeship framework so

that it is totally integrated into their core business training and development programmes. Their employees can then receive recognised qualifications and a completion certificate for a programme of learning and development that will be recognised by employers right across the sector and will help develop their skills and knowledge to a national standard.

Retention

There are particular structural features to our industry that have made the acquisition of skills difficult, including a very high rate of staff turnover. Some of the key issues include:

- Labour turnover in the HLTT sector is currently the highest of all sectors of the economy rising from 30 percent in 2005 to 31 percent in 2008.
- It is estimated that sector employers spent £414 million on recruiting and developing new staff in 2008/09; this failure to retain staff is resulting in staff not being adequately skilled to undertake their job role.
- According to the People 1st Employer Survey, 2009 the pubs, bars and nightclubs industry has the highest average labour turnover rate across the sector at 42%, followed by Restaurants at 36% and Hotels at 28%. In terms of occupations bar staff have the highest average labour turnover rate at 45%, followed by Waiting Staff at 33% and Kitchen Assistants at 31%

Apprenticeship frameworks support these occupations and demonstrate to prospective employees that it offers a career structure and takes the development of employees seriously. Frameworks are really important here because they help to 'professionalise' an area of work that has traditionally had a poor image, and offer a viable career to employees who wish to enter the Hospitality and Catering industry.

The Apprenticeship system enables the best candidates in industry to gain a real commitment from their employer. This will in turn help motivate the candidate, and lead to greater retention. Our recent research into Best Practice in Delivery of Apprenticeships has highlighted that Apprenticeships can be used to help retain staff as apprentices are more likely to stay with the company. This will help create a virtuous circle, as the Apprentice moves on in their career to be managers of the future, and will understand themselves how to motivate and retain staff.

Skills gaps

The sector suffers from a number of skills issues:

- According to the National Employer Skills Survey (England only), 19 percent of hospitality, leisure, travel and tourism establishments report a skills gap within their current workforce (i.e. they have staff who are not fully proficient in their job); this is higher than the average across all industries of 15 percent.
- At a broad level, customer handling skills are most frequently noted by hospitality, leisure, travel and tourism employers (57% of employers in the HLTT sector, 2007) as needing improvement, followed by technical, practical or job-specific skills.
- There has been an increase in the proportion of employers who are reporting that staff lack the technical, practical or job-specific skills required. This includes chef skills, which could be more in demand as more pubs move to offer food.

Extensive research conducted by People 1st in 2006 as part of the Sector Skills Agreement identified three main skill problems across the sector:

- poor standards of management and leadership
- a shortage of skilled chefs
- poor customer service skills

Apprenticeships offer industry a real chance of filling these skills gaps.

Management and Leadership:

The prevalence of effective managers is essential for the future performance of the sector. However, the lack of managers with a full profile of management skills has been identified by employers as a significant problem. Poor management skills are generally a lack of appropriate training and experience. Particular problems originate when staff are being promoted because they are good at their job, do not necessarily demonstrate any management capabilities, but are offered little support or training to expand their management capabilities. There was also recognition that small and micro businesses may be suffering owing to the lack of 'small business' management capabilities of the owner/operators.

Research has shown that 57% of managers do not possess the minimum level of qualification required for their position⁷. The Apprenticeship offers a recognised and robust development opportunity for supervisors and team leaders to develop the skills and knowledge that will lead to recognised qualifications and the Hospitality Supervision and Leadership pathway is particularly relevant for these roles.

Chef Skills:

The lack of technically skilled chefs has been frequently mentioned by employers as a barrier to filling vacancies and to effective business performance. Fine dining establishments could be said to be suffering the most but the move away from pre-prepared (microwave / boil in the bag) foods and towards freshly prepared ingredients and cooking from scratch, driven by consumers, has resulted in more mainstream restaurant and pub kitchens aiming to provide such food for customers. In addition, the diversity of the restaurant industry has resulted in new skill needs such as knowledge of different international cuisines and an awareness of new and emerging cuisines. Both these trends are arguably further increasing the demand for appropriately skilled and qualified chefs.

Research has shown that:

- only 32% of chefs and cooks possess a qualification at level 2
- according to People1st's 2009 Employer Survey 30 percent of those recruiting chefs or cooks in the last twelve months found vacancies difficult to fill

⁷ Based on the proportion of 'restaurants & catering managers' and 'publicans & managers of licensed premises' who are not qualified to at least Level 3 standard (LFS 2007/08)

Again the apprenticeship offers the opportunity for chefs to develop the skills and knowledge that will lead to recognised qualifications and there are opportunities within the programme at both level 2 and level 3 for these roles.

Customer Service Skills:

Interviews with industry experts as part of the 'State of the Nation'⁸ report (which include the findings of a comprehensive survey of 1,300 sector businesses), suggest that customer service skills in particular are likely to become more important during the downturn as businesses compete for a declining customer base.

Employees in the sector should be able to communicate effectively with customers and provide them with a welcoming and pleasant experience so that they return. They should also be aware of and understand any legislation related to the area and should be confident in upselling.

In 2007, the UK was ranked 17th out of 38 countries in terms of the quality of welcome offered. By developing the Customer Service skills of the sector, employees will be able to provide an experience to visitors to build a solid tourism industry and improve this ranking, particularly in light of the Ryder Cup in Wales in 2010 and the London Olympic and Paralympic Games in 2012.

Customer Service is contained within all except the Catering pathways of the Apprenticeship which focuses more on the technical skills element as outlined above, and therefore the programme offers a strong and recognised solution to addressing this skills gap.

Other skills needs

As businesses make job cuts or decide not to replace staff who leave, there is likely to be a need for the remaining staff to undertake tasks for which they were previously not responsible. Bar staff may be required to serve tables for example. It will be important for employers to effectively utilise the skills of their existing staff and provide additional training where appropriate. The Hospitality Services (Multi-skilled) pathway would be an appropriate means of providing the additional skills and knowledge required in these circumstances.

Employment Projections

Occupational employment projections produced by the Institute of Employment Research at Warwick University provide a picture of future developments in the structure of employment across the sector, assuming that the economy reverts reasonably quickly to its longer term growth path. The results should be regarded as indicative of general trends and are not intended to be prescriptive.

⁸ People 1st, State of the Nation Report 2009

Data for the hospitality, leisure, travel and tourism sector⁹ shows that total employment is predicted to increase from 2,203,000 in 2007 to 2,411,000 in 2017. When replacement demand is taken into account (i.e. the number of people needed to replace those who leave the labour market), the projections indicate that a total of 1,063,000 additional people will be required to work in the sector between 2007 and 2017. Table A shows how this is broken down just within the hospitality sector.

Table A: Employment Projections for the hospitality sector

	Total employment		2007-2017		
	2007	2017	Net change	Replacement	Total demand
Managers	591,000	660,000	69,000	222,000	290,000
Skilled trades (chefs)	214,000	194,000	-20,000	81,000	61,000
Elementary roles (waiting staff, bar staff and catering assistants)	769,000	854,000	85,000	314,000	398,000

Source: Warwick Institute of Employer Research, Working Futures 2007-17
 NB: figures may not add to totals due to rounding

The sector is a growing one with many changes. Customers are becoming more discerning and therefore employers need to ensure that their employees keep up with this. It is vital that there is a programme available that enables employees to develop the appropriate skills and knowledge required to fill these roles and as already mentioned, apprenticeships are viewed by employers in the industry as a valuable programme of learning which provides the sector with a means for new or existing staff to develop their skills to work in a profession and can offer a real career pathway.

Hard-to-fill vacancies

According to People 1st's 2009 Employer Survey, the vacancies that hospitality, leisure, travel and tourism employers across the UK find it particularly difficult to fill are¹⁰:

- Chefs and cooks (30 percent of those recruiting chefs or cooks in the last 12 months found vacancies difficult to fill)
- Managers (26 percent)
- Kitchen assistants (20 percent)

One of the main reasons why vacancies can be hard-to-fill is that employers struggle to find recruits with the required skill levels. This reiterates the 2007 National Employer Skills Survey, in which employers report that half of all chef vacancies are hard-to-fill, 68 percent of which are hard-to-fill due to prospective employees not possessing the appropriate skills.

⁹ This covers Hotels (SIC code 55.1), Youth hostels (55.21), Holiday parks & self catering accommodation (55.23), Restaurants (55.3), Pubs, bars & nightclubs (55.4), Food & service management (55.5), Travel & tourist services (63.3), Visitor attractions (92.33), Gambling (92.71)

¹⁰ Only those vacancies that are related to the Hospitality sector have been listed above.

The main skills that employers believe are lacking amongst potential recruits in 2007 were:

- Technical, practical skills and job specific skills (45 percent of employers with skill shortage vacancies believing that applicants lacked these skills)
- Customer handling skills and oral communication skills (both 41 percent).

These areas are all covered by the apprenticeship frameworks and provide a high quality entry point for young people starting work offering them the skills that employers are finding difficult find in new recruits.

3.1.4 Take-up and completion within the sector

The People 1st Apprenticeship Strategy identifies four key objectives. These are to:

1. Raise the quality of apprenticeships within the sector so that apprentices leave better skilled and competent
2. Ensure that more people taking up the apprenticeship complete the programme
3. Increase the number of people taking up apprenticeships within the sector
4. Increase the number of employers taking on apprentices within the sector

In England, it is estimated that approximately 10,000 people started an Apprenticeship in hospitality in 2007/8, a decline over the last four years (see table B). In line with People 1st's apprenticeship strategy, completion rates continue to increase most likely caused by the selection process becoming more stringent. This is also likely to have affected the number of starts as the focus has been on selecting the right candidate.

Table B: Apprenticeships in Hospitality – starts and completion rates (England)

		Apprenticeship	Advanced Apprenticeship	Total
2004/05	Starts	13,538	3,522	17,060
	Completion rate	38%	23%	
2005/06	Starts	12,143	3,045	15,188
	Completion rate	47%	34%	
2006/07	Starts	10,264	2,966	13,230
	Completion rate	55%	48%	
2007/08 (up to period 6)	Starts	5,360	1,537	6,897
	Completion rate	not available		

Source: LSC 2008 Individualised Learning Records

In Wales, the completion rates are as follows:

	FMA	MA
2006/07	53%	41%
2007/08	67%	57%

Source: Lifelong Learning Wales Record (LLWR)

The high number of starts and increasing completion rates tells a tale of how the Apprenticeship system is valued and used by our employers, and how they have committed to working with government, training providers and the candidates themselves

to developing their Apprentices more fully. As outlined above, one of the objectives in our Apprenticeship Strategy is to increase the number of employers taking on apprentices within the sector and in March 2009 Whitbread launched an employer-led apprenticeship programme for its employees. The model they follow is totally integrated into the core business training and development programmes and the plan is that by the end of 2009 they will have put 3000 employees through the programme. Similar models are being looked at by other employers in the sector. McDonald's have also announced that they are to provide apprenticeships to 6000 members of staff this year and then up to 10,000 every year from 2010.

Looking at completion rates, we recognise fully that there are some further challenges still to be overcome with the way in which our Apprenticeships are operating, and we recognise work needs to be done to make the Apprenticeship Frameworks even more of a success and ensure that completion rates continue to rise. We have developed an Apprenticeship Strategy which puts this as one of the four main objectives (objective two above) and outlines the ways in which we intend to do this. We have also recently completed a large piece of research into Best Practice into Apprenticeship Delivery and intend to pilot some models with those providers with the lower completion rates.

People1st research has shown that the main reasons for the low completion rates are:

- Insufficient support for the apprentice from the employer – there is often buy-in at head office, but not at the unit level
- Poor or inappropriate support from a learning provider including inconsistency of assessors and assessors not understanding the business
- Incorrect expectations of the industry
- Lack of partnership between employer and provider
- Lack of understanding of what the apprenticeship aims to achieve
- Difficulty in combining learning and work
- Pay and conditions
- Leave their job before they have completed the full framework - Learners may move to a new employer within the sector, take up a job outside of the sector altogether or relocate or move to a new area.
- Not completing the key skills element of the framework – either because it's too academic, it's not made relevant to the industry or because it's left until the end of the programme when all other elements have been completed and there's limited motivation to do this.
- Time taken to complete the full framework

Taking into account the economic downturn and the information highlighted in this section, People 1st are working towards an anticipated take-up and completion rate over the next few years as follows:

	Take-up	Completion Rate
2009/10	20,000	52%
2010/11	20,400	61%
2011/12	20,808	64%

We still feel as though there will be strong demand for the frameworks moving forward. As well as the announcements made by some of the larger employers in our sector about the number of apprenticeship places they will be providing, we have recently undertaken some promotional work as part of Apprenticeship Week. This has included holding an employer event to explain and highlight apprenticeships, articles in trade media and the development of a promotional video which has been placed on our website.

In our Strategy, we have detailed further initiatives to support both take-up and completion. People 1st have recommended the development of an effective marketing and communications strategy that will ensure that school leavers, apprentices, employers, parents and learning providers are able to access the required information on apprenticeship programmes within our sector prior to and throughout the programme. This should include:

- Providing information to make people aware of the programme
- Providing information to make it easier for stakeholders to access the programme
- Providing information to explain the features and value of the programmes within our sector
- Implementing ongoing effective communication channels with those involved in the delivery of the programme

These may include:

- expanding information on the People 1st website
- identifying employer champions
- developing business cases to inform employers of the benefits of apprenticeships
- ensuring that all apprentices understand what the apprenticeship programme entails, are suitable, and have an understanding of the sector they are joining
- promoting apprenticeships via existing People 1st developments such as the UKSP (the People 1st on-line system containing information on jobs, careers and training in the sector) and 14-19 Diploma
- providing information to make it easier for apprentices, employers and learning providers to access each other
- using external websites and publications to promote the apprenticeship
- working with careers advisory groups
- using the People 1st Business Solutions team to promote the apprenticeship to employers

The strategy also identifies some initiatives to address completion rates including:

- Development of support materials for employers, learners and providers to provide guidance and increase awareness of each partner's role in the programme
- Provide support through the UKSP: People 1st could track the Apprentice's progress throughout their programme which may result in intervention to ensure the provider, employer or apprentice is given access to support
- Ensure that there are robust, fit-for-purpose frameworks which provide industry with the skills that are needed
- Ensure that there is sufficient support for the transferable skills element of the framework

- CPD programme for providers and employers to help enable them to effectively support apprentices within their organisation
- Development of innovative, industry-led enhanced learning activities for apprentices to support the delivery of the programme such as 'master classes' to motivate the apprentices and enable them to develop a broader understanding of the sector
- Ensure that all apprentices understand what the apprenticeship programme entails, are suitable, and have an understanding of the sector they are joining
- Ensure that appropriate inductions are provided to the apprentice: An effective induction will ensure that the apprentice understands their role and is valued right from the start
- Provide support to the apprentice through mentors and coaches

As already mentioned, we have also recently completed a large piece of research into Best Practice into Apprenticeship Delivery from which we intend to build models that can be piloted with those providers with the lower completion rates.

Certification in England and Wales by route is as follows (between 1st March 2008 and 31st April 2009):

- Food and Drink (Drinks Service) – 2,744
- Food and Drink Service – 4,224
- Food Processing and Cooking – 1,359
- Front Office – 626
- Hospitality Services (Multi-Skilled) – 1,224
- Housekeeping – 348
- Professional Cookery (L2) – 2,697
- Hospitality Supervision – 2,908
- Professional Cookery (L3) - 441

3.1.5 How Apprenticeships sit with and add value to, other qualifications and learning opportunities

Apprenticeships are the prime vehicle for the delivery of training in the Hospitality and Catering Sector. Approximately 16,000 candidates begin an apprenticeship each year in the UK with both small and micro-organisations as well as some of our leading national brands.

The Apprenticeship is a key part of our work to reform qualifications. Over the past 18 months through extensive consultation with employers and learning providers across the four nations we have outlined a strategy that aims to address many of the concerns that employers have with sector-specific qualifications. We wish to make sector qualifications relevant and easily understood with the aim of increasing their take-up and up-skilling the sector workforce.

Our Sector Qualifications Strategy (SQS) addresses the qualification potential for all the principal occupations of the People 1st footprint and identifies and articulates robust progression routes across the sector. As such, profiles for positions from entry through to management have been identified showing qualification pathways across specific industries and sub-industries to assist potential employees and employers to identify the

relevant qualifications to assist in progression. Apprenticeships form a key part of the SQS, highlighting the sectors in which apprenticeship programmes are required and much of the development of new qualifications within the plan focuses on new technical certificates. The SQS clearly maps out how the apprenticeship articulates with other qualifications and what an apprentice can progress from or to within a particular role. It is intended that UKSP will be used to highlight these progression routes moving forward making the information more accessible to employers and employees.

As part of this work there has been a significant split between the types of qualifications required to enable someone to enter the sector and the types of qualifications employers require to support training and development.

- Qualifications identified to aid skilled entry into the workplace are characterised by being large, more rounded qualifications that are predominately made up of mandatory units to ensure consistency across college delivery. In the main these qualifications are delivered full-time in further education colleges.
- Qualifications identified to support ongoing training and development are characterised as smaller, bite-sized qualifications that can be flexibly built up to reflect the needs of differing organisations and job roles. These qualifications can be delivered by employers and work based learning providers.

The Apprenticeship plays an important role in this progression, ensuring a link between the two broad categories and promoting progression into wider management qualifications and into higher education. The characteristics of the Apprenticeships means that they need to have the attributes of both areas. They need to be well rounded to ensure apprentices complete their framework with a broad range of relevant technical and life skills but at the same time be flexible to respond to the different needs of specific job roles and organisations.

An overview of these progression routes can be found at www.uksp.co.uk.

Apprentices may come directly from school, attracted by the combination of practical skills and knowledge the industry has to offer. Increasingly, in England we expect to see progression from new Young Apprenticeship programmes. We currently have a number of partnerships across England running the programme. Having begun to master skills and knowledge during the young apprenticeship and, in the future, through a 14-19 diploma, candidates will be offered a valuable progression route through an apprenticeship and advanced apprenticeship programme, leading to programmes of higher level study if candidates decide to choose this route.

The progression routes between the Apprenticeship/FMA and the Advanced Apprenticeship/MA are clear. The NVQs at the different levels articulate with each other accurately. The Hospitality Supervision and Leadership at Level 3, and the Professional Cookery at Level 3, offer a suitable and smooth progression route from the respective Level 2 NVQs, and reflect industry-recognised career progression.

Aside from the prospect of clear progression from the apprenticeship to the advanced apprenticeship programmes, apprenticeships also form a recognised route into the next level of opportunities on offer from both further and higher education.

Higher Education Institutions recruit advanced apprentices for entry to a foundation degree such as the foundation degree in Culinary Arts Management, Hospitality Management or other qualifications appropriate to our sector. We have worked with Foundation Degree Forward to develop three Foundation Degree frameworks for the sector. This has given us further opportunity to ensure that Foundation Degrees provide a coherent progression pathway. It is also worth adding that some candidates have entered Advanced Apprenticeship/MA, after workplace experience with General qualifications at GCSE or GCSE 'A' Level, albeit this is not a formal pathway.

Many Apprentices decide to go straight into industry on completion of their Apprenticeship/FMA. There are sufficient progression opportunities to facilitate this. Further information on progression is provided in section 6.2 below. The details of the roles that are supported by each Apprenticeship pathway are listed below in section 3.1.6.

We have a Travel and Tourism framework within our Footprint, but there is no significant overlap with or relation to the Hospitality and Catering frameworks.

The People 1st Apprenticeship Strategy also identifies how we can ensure that there are appropriate progression opportunities available to apprentices upon completion and this is a piece of work we will be taking forward in the coming year. Some work has already been completed through the development of the SQS in terms of proposed qualifications.

3.1.6 The industries, occupations and career progression addressed by the frameworks

Our frameworks must be relevant to our diverse range of employers, designed to meet need and develop candidates into recognised roles with career structures.

An industry as diverse as this needs to have an appropriate range of framework routes. We list the relevant industry, roles and career pathways by Framework route below.

Apprenticeship/Foundation Modern Apprenticeship

Route A NVQ in Food and Drink Service

At least 429,800 people work in food and drink service across our sector¹¹. This route focuses on the food side of the business (see Route B for drinks service) which is particularly relevant to bars, restaurants (the fastest growing industry in our footprint) and hotels.

There is a marked difference between competent front of house (waiting) staff and 'plate carriers'. Front of house staff are the interface with the customer and can make or break a dining experience, making a significant difference to the profitability of their organisations. These roles require a wide range of skills, leading up to silver service and banqueting functions. Food Service is becoming an area where skills shortages, particularly at the quality end of the market, are fast becoming acute.

¹¹ This is the combined number of people working as 'chefs/cooks' or 'waiter/waitresses' (LFS 2007/08)

This route has traditionally been the most popular in the Apprenticeship, and it leads candidates to defined roles and career pathways within industry. Many of these sub-sectors have employment shortages. Depending on the mix of NVQ units and the working environment itself, this route offers the flexibility to develop candidates who are required to meet a range of different demands ranging from a Silver-Service environment to 'quick-service' organisations.

Occupations here could be Waiter or Silver Service Waiter. This route is also suitable for a Team member in a quick-service environment and is used by event organisers.

Progression in terms of qualifications is primarily on to the next level of framework, typically through the Hospitality Supervision and Leadership route. Progression in terms of industry roles could be to Head of Waiting Staff, Food and Beverage Manager, Conference and Banqueting Manager, Restaurant Manager and eventually into general management roles.

Route B NVQ in Food and Drink Service (Drinks Service endorsed route)

This route also supports one of the fastest-growing industry sub-sectors. There are approximately 336,300¹² staff employed in the pubs, bars and clubs sector. There is a real need in this sector to deliver excellent customer service within a highly commercial, low-margin business environment. In terms of business operations, the roles supported by this route are crucial. In addition, this industry sector is very highly regulated, and so poor practice can lead not only to lost custom but possibly to severe legal penalties. It is vital therefore that the industry has skilled and knowledgeable staff.

This again is an area where industry is up against problems of high turnover and a low skills base, and the Apprenticeship/FMA is a powerful tool in trying to overcome these.

Occupations supported by this route include bar-person, cellar-person, and possibly bar supervisor.

Progression opportunities in terms of qualifications and learning programmes are to the Advanced Apprenticeship/MA, to the Hospitality Supervision and Leadership Route. In terms of employment, to Assistant Bar Manager, Bar Manager or eventually Publican. This could also be a route for regional managers within chains, and ultimately General Management.

Route C NVQ in Front Office

This route is particularly relevant to the Hotel and Restaurant industries. The Hotel industries are immensely important to the UK economy, as they form an important part of our tourism offer.

This route particularly addresses Reception Staff. Roles here are mainly customer facing, and are of crucial importance in underpinning the whole customer experience. This area

¹² LFS 2007/08

is a big employment need in the industry, and the existence of this route aids recruitment and retention by offering candidates good training and career prospects.

Opportunities for progression through qualifications include the Advanced Apprenticeship/MA to the Hospitality Supervision and Leadership Route, although the fact that a number of transferable skills are delivered means that there is the prospect of transferability to other, customer-facing routes, such as the Travel Services apprenticeship.

Career routes open to a trained receptionist include Head Receptionist, Front Office Manager, Duty Manager, Front of House Supervisor and General Management opportunities.

Route D NVQ in Food Processing and Cooking

This route is of vital importance to what we can call 'Institutional Catering', and involves employers such as the NHS, Armed Forces, Care Homes and Schools. This is a really important route because the skills involved are quite different to those in other areas involved in the preparation of meals, due to the use of large kitchens and different catering methods such as Cook-Chill. Perhaps the most important difference of all, is of course the fact that you are likely to be the main provider of nutrition for your customers, and as such candidates supported by this route have a very direct and major influence over the quality of their clients lives. There are an estimated 89,300 school caterers¹³ and the drive in improving the level of skills here has never been higher, and we expect this route to grow in importance and popularity in line with increased investment in this sector.

This route will support progression with employers such as those listed above, but also with the large contract caterers who bid for much of the institutional work. Some of these companies, such as the Compass group, place a high priority on their Apprenticeship schemes.

Occupations supported here include School Cook, Cook, Team member or Chef. Progression in terms of programmes would be to the Advanced Apprenticeship/MA, on either the Hospitality Supervision and Leadership or, less so, the Professional Cookery route. Progression in terms of career would be to Catering Supervisor or Sous Chef. Eventual career paths could lead to Head Chef, Head Cook or Kitchen Manager.

Route E NVQ in Professional Cookery

There are an estimated 393,500 Kitchen and Catering Assistants, and 252,800 Chefs within the industry¹⁴, making this a massive section of the workforce. All the research that we have done, including the research for the Sector Skills Agreement, has highlighted severe skills gaps amongst kitchen staff particularly the technical skills, and the Apprenticeship provides a real solution to addressing these.

¹³ Based on those working in hospitality roles in education (LFS 2007/08)

¹⁴ LFS 2007/08

The importance of this route, therefore, cannot be underestimated in giving us the tools to deal with this workforce development need. This route in the Apprenticeship supports the Food Preparation and Cooking function, so vital to Restaurants, Hotels, Gastro-pubs, or indeed anywhere where food is prepared and cooked.

The roles supported by this route are Craft Chef, Kitchen Assistant or Team Member. Progression in terms of the industry is to 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. Progression in terms of qualifications will be to the Advanced Apprenticeship/MA, most likely on the Professional Cookery route.

Route F NVQ in Housekeeping

Professional Housekeepers form a vital component of the Hospitality offer and being able to offer a recognised programme leading to a career pathway is vital for this industry. There are approximately 63,100 housekeepers.¹⁵ This route addresses the segment of industry that deals with Accommodation Services, including the Hotel, Self-Catering and Bed and Breakfast industry.

The main occupation supported by this route is that of Housekeeper. Progression in terms of qualifications and learning is to the Advanced Apprenticeship/MA on the Hospitality Supervision and Leadership route. Progression in terms of career is to Floor Manager, Assistant Head/Floor Housekeeper, Head Housekeeper, and other supervisory roles. There is also scope to move to contract cleaning.

Route G NVQ in Hospitality Services (Multi-Skilled)

This route is particularly suitable to those industry sub-sectors that deal with small-site Accommodation Services, such as Youth Hostels, Holiday Parks, Smaller Hotels or Bed and Breakfast establishments. There are at least 10,000 establishments that fall within this sector of the industry¹⁶. These establishments require a work-force able to develop a set of skills that allow them to perform the large range of functions required to in order for an establishment offering a variety of services to operate. These are likely to include skills that are not typically required within larger establishments such as hotels belonging to the larger chains etc. There are also some bigger chains in the mainstream Food Preparation and Cooking sector who are likely to use this route as a method of multi-skilling their team members.

Occupations supported here include Team Member within a Holiday Park, Youth Hostel or Small Hotel. Progression in terms of career development may be to manager of a Youth Hostel or smaller hotel. 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.

Advanced Apprenticeship/Modern Apprenticeship

¹⁵ This covers butler, cook-housekeeper, housekeeper, valet

¹⁶ Based on the number of 'holiday parks & self catering accommodation', 'hotel' and 'youth hostel' establishments that employ less than 10 people (ABI 2007)

Route A NVQ in Professional Cookery

This route again addresses kitchen staff. As has been stated, there are 393,500 Kitchen and Catering Assistants and 252,800 Chefs within the industry and some of the largest workforce development issues concern the up-skilling of Chefs. The Advanced Apprenticeship/MA has a real role to play in trying to close the skills gaps here.

This route offers candidates access to a wide range of opportunities in industry, such as Sous Chef and even Head Chef, not to mention progression to General Management opportunities in large multiples. The craft skills delivered by this route are also important to Institutional catering, such as hospitals, schools and the MoD. Progression routes in terms of education and training would likely to be to a Foundation Degree in Culinary Arts, or in Hospitality Management. The Advanced Apprenticeship/MA at this level has traditionally been a direct entry route to Foundation Degrees. The VRQ in Professional Cookery at Level 2 may provide a progression route on to the Advanced Apprenticeship/MA.

Route B Hospitality Supervision and Leadership Skills

The shortage of skilled managers and supervisors is a problem right across the Hospitality and Catering industry, and has implications across the 1.8million workforce¹⁷. It is one of the biggest issues holding the industry back from achieving higher productivity, with 21% of employers in the sector believing that management skills are lacking amongst potential recruits¹⁸.

This route in particular allows a learner to develop not only the technical skills required to work in their chosen sub-sector of the industry, but also the management skills that are needed in a supervisory role. These management skills will be built on as learners here develop their careers through the industry.

Roles supported by this route include Head Housekeeper, Head of Reception, Unit Manager in a Hotel Chain, Unit Manager in a Contract Catering Company, Unit or Regional Supervisor/Manager in a restaurant/pub chain with multiple outlets.

The Advanced Apprenticeship/MA at this level has traditionally been a direct entry route to Foundation Degrees. The VRQ in Professional Cookery at Level 2 may provide a progress route on to the Advanced Apprenticeship/MA as well as the other apprenticeship pathways.

3.1.7 The consultation process for the frameworks

¹⁷ This calculation includes those working in the following industries: 'food & service management', 'hotels' 'pubs, bars & nightclubs', 'restaurants', 'self catering & holiday centres', 'youth hostels' and 'hospitality services' (LFS 2007/08)

¹⁸ National Employer Skills Survey (2007)

The amendments presented in this Apprenticeship framework follow consultation over the last 17 months with industry, providers and other stakeholders as to the best way to develop an apprenticeship framework that meets the blueprint and to develop an Apprenticeship Strategy for the sector.

This has included:

- employer-specific focus groups – group included twelve employers including Sodexo, Spirit Group and Hilton
- provider-specific focus groups – groups ranged in size from 11 to 21 attendees and included organisations such as Protocol Skills, New College Nottingham, City College Norwich
- Awarding Organisation development groups (see below for list of members)
- Expert Panels – there are currently ten expert panels covering Professional Cookery, Asian and Oriental Cookery, Events, Gaming, Front of House, Food and Drink Service, Public Sector and Large Scale Catering, Casual Branded and Fast Food, Customer Services and Management and Leadership. Members of these panels include:
 - 109 employers
 - 60 providers
 - 29 Professional/Trade Bodies
- On-line consultation - 12 employer responses and 45 learning provider responses
- Apprenticeship Development Group (see below for list of those who attended)
- Apprenticeship Implementation Group (see below for list of those who attended)
- Pan-Wales Catering and Hospitality Education & Training Sector group which has approximately 40 members including Coleg Llandrillo, Deeside College, Cambrian Training Company, VT Training and Acorn Learning Solutions
- One-to-one employer meetings with employers such as Hilton, Whitbread and Claridges
- Meetings with the LSC (including the National Employer Service)
- Consultation document sent to Welsh Assembly Government (WAG)

The representatives included on these groups have included employers with a presence in Wales.

This background research enabled us to develop recommendations at an early stage of the review process.

Our original group looking at this development was the Apprenticeship Development Group, which was chaired by McDonald's Restaurants with the Whitbread representative acting as vice-chair. Both these employers are leading exponents of apprenticeships in the sector. Those who sat on this group included representatives from:

Employers

- Hyatt Regency Hotel London – The Churchill
- Whitbread
- Compass Group Plc
- McDonald's Restaurants
- Army Catering

- Visit Chester and Cheshire

Providers

- VT Training
- Association of Learning Providers
- Westminster Kingsway College

Others

- British Food Trust

Recently, the group has now been replaced by the Apprenticeship Implementation Group which looks not only at the content of the apprenticeship but also wider issues covered within the Apprenticeship Strategy. It was this group that agreed and approved the new technical certificates contained within this framework. We are currently looking to expand the membership of this group but those who currently sit on this group are:

Employers

- Claridges
- Eliance Restaurants
- J D Wetherspoon
- Accor Hotels

Providers

- HIT Training
- Protocol Skills

The Awarding Organisations who worked closely with People 1st on this Apprenticeship development are:

- City & Guilds
- Edexcel
- EDI
- IOH (for Hospitality Supervision and Leadership)
- NCFE (for Hospitality Supervision and Leadership)

These Awarding Organisations have also consulted with employers e.g. Harvey Nichols OXO Tower Restaurants, Accor and Whitbread on the new qualifications development.

We have been careful to go back to some of our previous contributors to the consultation in order to seek their views on the changes to the framework presented now, particularly the addition technical certificates and their content. This has helped us to present a solution that has general support within industry and the provider network and which complies with the blueprint in a way that best meets the needs of the sector.

We have worked very closely with learning providers on the development of the revised framework and this will ensure that they are prepared for the changes to the way in which the frameworks will operate. This will also ensure that all candidates that start an apprenticeship from 1 August 2009 will be doing the revised framework. People 1st have

communicated with providers regularly on this change through our monthly Provider Bulletin which goes out to 1076 providers in England and 91 in Wales.

We have also kept providers informed of the changes via the Association of Learning Providers (ALP) Hospitality Specialist Group which is open to all Hospitality work-based providers and is chaired by a representative from HIT Training. The minutes of this group are sent to approximately 25 providers. The changes were also presented at the Professional Association of Catering Educators (PACE) Conference in April 2009 at which 350 lecturers were present representing 200 colleges.

3.1.8 Why has the apprenticeship been reviewed?

The frameworks were initially reviewed to include the following;

- revised competence-based qualification for Hospitality Supervision and Leadership
- the addition of technical certificates
- addition of functional skills for those apprentices taking part in the pilot

In addition, the NVQs offered by HAB have been removed from this framework as their accreditation has expired.

Industry and other stakeholders have been keen to see the return of technical certificates and this framework seeks to address that issue.

4 Content of Framework

4.1 Competence Based Element

New Hospitality Supervision and Leadership Qualification

The framework contains a new competence-based qualification in Hospitality Supervision and Leadership - the Level 3 Diploma in Hospitality Supervision and Leadership Skills (NVQ). In this, we are introducing to the apprenticeship for the first time, a revised qualification that is in line with the new Qualifications and Credit Framework (QCF). This is because new National Occupational Standards have been developed for this area and People 1st are committed to the principles of the QCF enabling the accumulation of credit for learning and the certification of approved combinations of credit in line with the QCF regulatory arrangements. People 1st are working with Awarding Organisations to develop suitable Units of Assessment and rules of combination based on existing NQF qualifications and new unique qualifications as per the Sector Qualifications Strategy for the sector. People 1st expects all relevant NQF qualifications to be migrated onto the QCF by December 2010.

Remaining pathways

The Competence Based Element for the remaining pathways is made up of the existing NVQs in Hospitality and Catering.

Apprenticeship/Foundation Modern Apprenticeship

The following NVQs are included for the Apprenticeship/FMA

NVQ Level 2 in Food and Drink Service – this pathway has two routes:

- Food and Drink Service (Food Service Only) – candidates must complete a total of 8 units: 4 mandatory units and 4 optional units
- Food and Drink Service – candidates must complete a total of 8 units: consisting of 4 mandatory units and 4 optional units

NVQ Level 2 in Food and Drink Service (Drinks Service) – candidates must complete a total of 8 units: 3 mandatory units and 5 optional units

NVQ Level 2 in Front Office - candidates must complete eight units in total:

- four mandatory units
- a minimum of two optional units from box A
- a minimum of two optional units from box B

NVQ Level 2 in Food Processing and Cooking - candidates must complete 11 units in total:

- three mandatory units
- a minimum of four from optional units A
- a minimum of three from optional units B
- one other unit from Optional Units A or Optional Units B

NVQ Level 2 in Professional Cookery - This pathway has two routes:

- Level 2 Professional Cookery NVQ/SVQ (*Preparation and Cooking*)
- Level 2 Professional Cookery NVQ/SVQ

To achieve this qualification candidates must achieve a total of 14 units, 3 of which are mandatory.

NVQ Level 2 in Housekeeping - candidates must complete eight units in total:

- four mandatory units
- four optional units

NVQ Level 2 in Hospitality Services (Multi-Skilled) - candidates must complete nine units in total:

- two mandatory units and
- seven optional units which must be chosen from a minimum of the three optional boxes A-E

As part of this multi-skilled qualification, candidates that choose food related units must complete an additional specified unit as part of the total of nine units, dependant upon the boxes from which units are selected.

Each of these qualifications were developed in conjunction with employers to meet specific market need. They reflect the way in which the industry has changed and consolidated in recent years. Whilst Housekeeping and Front Office did not significantly change, the other routes were developed in order that the delivery can be tailored to meet employer needs:

- The Food and Drink Service, and Food and Drink (Drink only) pathways were designed in order to have the flexibility for candidates to complete in a variety of workplaces, which reflects the fact that more pubs are moving into food amongst other changes.
- The Food Processing and Cooking route was specifically designed to reflect the importance of Institutional Cooking.
- The structure to the Professional Cookery route was changed to the extent that we have separated the Preparation, Cooking and Finishing of food, which again better reflects industry practice in the increased use of central kitchens etc. These changes better reflect working practice, and as a result will better enable employers to address their known skills and recruitment gaps.
- The Hospitality Services (Multi-Skilled) route is appropriate for small and micro businesses of which there are approximately 115,920¹⁹ in the sector as well as some bigger chains in the mainstream Food Preparation and Cooking sector.
- All specialist pathways that are applicable to 'front of house' roles will contain a unit on customer service, therefore addressing this skills problem.

Advanced Apprenticeship/Modern Apprenticeship

The Competence based element of the Advanced Apprenticeship/MA is as follows;

NVQ Level 3 in Professional Cookery; or

¹⁹ This includes the following industries: hotels and restaurants

Level 3 Diploma in Hospitality Supervision and Leadership Skills (NVQ)

The Level 3 Professional Cookery supports the training of craft chefs. This is a particular skills gap within industry. This qualification has been designed to be delivered flexibly, in order that it can better meet the demands of a range of diverse modern businesses. The splitting of the preparation, cooking and finishing functions allows the use of this qualification in a greater variety of businesses, such as mainstream and franchised restaurants that use central kitchens. The qualification has three routes and the units that are required to be completed are:

- Level 3 Professional Cookery NVQ/SVQ (Preparation and Cooking) – candidates must complete a total of 16 units: 12 mandatory units and 4 optional units
- Level 3 Professional Cookery NVQ/SVQ (Patisserie and Confectionary) – candidates must complete a total of 12 units: 3 mandatory units and 9 optional units
- Level 3 Professional Cookery NVQ/SVQ – candidates must complete a total of 16 units: 3 mandatory units and 13 optional units

The Level 3 Hospitality Supervision and Leadership is the most popular route for Advanced Apprenticeship/MA. This award is again flexible in the number of occupations it supports. Because management and supervisory skills are in particularly short supply in industry, this route makes a particular contribution to closing this skills gap. As this qualification is on QCF, it will require the achievement 45 credits in total. This comprises of:

- 34 Credits from Section A
- At least 4 credits must come from Section B
- The remaining 7 credits can come from either Section B or C

Please see Annex A for a full list of competence-based qualifications contained within the Apprenticeship. These can be tailored to meet the needs of the individual and the employer.

4.2 Knowledge Based Element

In the previous framework, the knowledge-based element was covered by the independent assessment of knowledge in the respective NVQ. This method of assessment was supported by the existing Assessment Strategy and came about because there were no sufficient technical certificates available at the time which provided the breadth of underpinning knowledge required.

In developing the new technical certificates we have responded to industry demand for their return. People 1st have worked closely with employers, providers and Awarding Organisations on the development of the technical certificates to ensure they sufficiently provide the breadth of knowledge to support the NVQ. The decision to re-introduce technical certificates into the framework was reached with employers and learning providers and will:

- provide the breadth of underpinning knowledge required

- raise the profile of the apprenticeship and to enable apprentices to gain additional qualifications that prove knowledge and understanding making the programme more robust
- provide the sector with a means for new or existing staff to develop their skills to work in a profession
- provide a clear, but credible alternative to full-time education, offering opportunities for those that want to go straight into employment
- help bring back to the sector a degree of professionalism and reinforce that the sector is not about low skilled jobs, but prove that if you have the right skills it presents some fantastic opportunities

Each pathway has a specific technical certificate that must be taken dependant upon the competence-based qualification. The technical certificates can be delivered as a standalone product and will be assessed through a multiple choice examination, set and marked by the awarding bodies.

Again, these qualifications have been developed in line with the QCF for the reasons outlined in the previous section.

The content of the technical certificates are based on the core knowledge we expect apprentices to acquire:

Level 2 Award in Hospitality and Catering Principles (Food and Drink Service): This qualification comprises of five mandatory and 2 optional units. The mandatory units cover:

- an understanding of effective team work
- safety, security and hygiene in hospitality working environments
- the importance of giving customers a positive impression
- and dealing with service areas

The optional units can be selected from an understanding of the service of food at the table; service of beverages; or dealing with payments.

Level 2 Award in Hospitality and Catering Principles (Front Office): This qualification comprises of eight mandatory units. These units cover:

- an understanding of effective team work
- safety, security and hygiene in hospitality working environments
- the importance of giving customers a positive impression
- dealing with the bookings, arrival and departures of guests
- dealing with external services including the mail

Level 2 Certificate in Hospitality and Catering Principles (Food Processing and Cooking): This qualification comprises of five mandatory units. These units cover:

- an understanding of effective team work
- safety, security and hygiene in hospitality working environments
- the importance of kitchen administration procedures in the hospitality industry
- general techniques of preparation, cooking and finishing food

Level 2 Certificate in Hospitality and Catering Principles (Professional Cookery):

This qualification comprises of eight mandatory units. These units cover:

- an understanding of effective team work
- safety, security and hygiene in hospitality working environments
- the importance of kitchen administration procedures in the hospitality industry
- preparation, cooking and finishing of fish, meat, poultry and vegetable dishes

Level 2 Award in Hospitality and Catering Principles (Housekeeping): This qualification comprises of seven mandatory units. These units cover

- an understanding of effective team work
- safety, security and hygiene in hospitality working environments
- the importance of giving customers a positive impression
- cleaning and servicing of hospitality areas
- cleaning chemicals and equipment used in the hospitality industry
- dealing with housekeeping supplies including the linen service

Level 2 Award in Hospitality and Catering Principles (Multi-Skilled): This qualification comprises of a core that cover:

- an understanding of effective team work
- safety, security and hygiene in hospitality working environments

The remainder of the qualification can be selected from a range of optional units that span the range of areas of knowledge within the hospitality industry: food preparation and cooking; food and drink service; providing a front office service and housekeeping service.

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

This qualification comprises of eight mandatory units. These units cover:

- an understanding of the development of working relationships in hospitality
- safety, security and hygiene in hospitality working environments
- Dressings and cold sauces
- preparation, cooking and finishing of fish, meat, poultry and vegetable dishes

Level 3 Award in Hospitality Supervision and Leadership Principles: This qualification comprises of two mandatory units:

- Principles of leading a team in the hospitality industry
- Supervision of Operations in the Hospitality Industry

These units cover an understanding of different hospitality organisations; the need for effective communication; how to lead a team; Customer Service supervision; the principles of stock control and how to use resources effectively

All technical certificates contain a number of units and are specific to that particular pathway. All specialist pathways that are applicable to 'front of house' roles will contain a unit on customer service, therefore addressing this skills problem.

Speaking to providers, the knowledge-based element can be delivered both on-the-job and off-the-job. If delivered off-the-job, the guided learning hours of the technical certificate should be an indicator of the number of days spent away from the workplace.

Having worked closely with providers on the development of the new technical certificates, our feeling is that the existing infra-structure will be capable of delivering the knowledge-based element of the apprenticeship. The better providers will be able to do this without much difficulty, whilst it will give us a good opportunity to improve practice with those providers and employers who are not supporting the candidates' learning sufficiently in this respect.

Changes have been made to the Assessment Strategy of the respective NVQs to remove the previous requirement of independent assessment of the underpinning knowledge within the NVQ.

4.3 Key Skills/Functional Skills

The profile of our Key Skills meet national minimum requirements for England and Wales.

4.3.1 Relaxations

The relaxation ruling allows those who have achieved a grade A*-C GCSE in English (Language or Literature) (or Welsh) and/or Mathematics, to complete their frameworks without being required to take the level 2 Communication and/or Application of Number key skills qualifications respectively.

This also applies to those who have achieved a GCE A/AS level at grade A-E in English Language, English Literature, or English Language and Literature (or Welsh) and also GCE A/AS level at grade A-E in Mathematics, Pure Mathematics, or Further Mathematics (against the Communication and Application of Number key skills qualifications respectively).

Achievement of the GCSE/A/AS level must be no longer than five years before the date of registration on the apprenticeship framework. For framework completion purposes, those achieving an A*-C GCSE in the appropriate subject in the summer are deemed to have been certified on the 31 August, while the date for those achieving during the winter months is deemed to be 31 March.

If a Welsh GCSE relaxation is being claimed, then the portfolio must either be entirely in Welsh, or dual language – Welsh and English with no particular percentage. A portfolio entirely through the medium of English would not be acceptable.

4.3.2 Proxies

Proxy qualifications are those qualifications that have been agreed to assess the same knowledge and skills as aspects of the key skills qualifications. Because of this overlap, candidates can claim exemption from all or part of particular key skills qualifications for up to three years from the date of the award of the specific accredited proxy qualification. The use of proxies is distinct from the relaxation ruling (see above).

Proxy qualifications are aimed at those wishing to obtain **formal accreditation** for the key skills qualifications and who want to use their previous qualification(s) as formal proxies to claim for either the test and/or portfolio components.

The QCA website will tell you what qualifications can act as proxies for the different levels and areas of key skills, and also whether it will apply to the portfolio and/or test element (see http://www.qca.org.uk/qca_6562.aspx).

There is a strict three-year time limit from the date of award of the relevant proxy qualification, within which the learner must provide proof of achievement of the proxy and either submit a portfolio of evidence or claim the key skills qualification (as appropriate).

In Wales only qualifications that cover the entire key skills will be suitable for use as a proxy in Wales.

Please note that the proxy ruling does not apply to functional skills.

Key skills are separately certificated and assessment is via a portfolio and test in England, and portfolio only in Wales. The key/functional skills levels listed in this framework are the minimum mandatory requirements for completion of the Apprenticeship/Foundation Modern Apprenticeship and Advanced Apprenticeship/Modern Apprenticeship. Apprentices should be encouraged to be given the opportunity to achieve higher level key skills if appropriate to their needs and abilities.

Further information on both proxies and relaxations can be found on the People 1st website (www.people1st.co.uk).

4.4 Additional Employer Requirements

There are no additional employer requirements for this framework.

4.5 Employment Rights and Responsibilities

The Employment Rights and Responsibilities meets national minimum requirements. Proof of this process having taken place will be required when claiming certification. The evidence for this will be an approved and signed copy of the Employment Rights and Responsibilities induction component, a copy of which can be obtained from People 1st.

5 Implementation of Framework

5.1 Employed Status

In all circumstances the employed route is strongly preferred for the hospitality Apprenticeship and advanced Apprenticeship to link apprentices' learning directly to the occupation they are working in. All candidates on the Advanced Apprenticeships must have employed status from the beginning of the apprenticeship. However, candidates on the apprenticeship can be:

- directly employed by an employer and on their payroll
- based with an employer but not directly employed and paid an allowance by the employer
- based with a learning provider and placed with an employer who will provide work-based learning opportunities and will be paid under the Education Maintenance Allowance

Where the Apprentice is not employed, there must be a clear link with an employer who can provide the on-the-job learning, and the apprentice should move to employed status at the earliest opportunity.

In Wales, candidates on the Modern Apprenticeship must have employed status.

5.2 Entry Requirements

Other than the employer's own recruitment criteria, there are no entry requirements for the **Apprenticeship/FMA**. This is to ensure that the programme is open to the widest possible range of candidates *at this level only*.

However, entry to the **Advanced Apprenticeship/MA** requires successful completion of one of the following:

- the hospitality apprenticeship
- a hospitality related (or other relevant) level 2 NVQ
- a hospitality related (or other relevant) level 2 Vocationally-Related Qualification

Alternatively, entry to the **Advanced Apprenticeship/MA** can be based on the apprentice having already gained level 2 comparable vocational experience and skills, for example, people who have worked in a relevant vocational area for at least nine months to a year prior to registering onto the advanced apprenticeship. This should be identified by the learning provider in the initial assessment and demonstrated by the candidate through the provision of a CV at the start of the programme. These requirements will give the employer and provider confidence that the young person has the capacity to achieve all of the mandatory outcomes of the Advanced Apprenticeship/MA programme.

It is essential for employers and learning providers to ascertain new entrants' skills and knowledge level before registering them for an Advanced Apprenticeship/MA especially.

For both the apprenticeship and advanced apprenticeship, new entrants should be:

- motivated to succeed within the hospitality industry
- willing to learn and apply that learning in the workplace
- judged capable by the employer of completing the mandatory outcomes

Some apprentices may join the programme having completed a Young Apprenticeship in Hospitality and this is a strong indicator that the above three requirements have been met.

5.3 Minimum Duration of Training

Apprenticeships are about achieving standards rather than timeserving. The average duration of an apprenticeship will depend on the individual's skills and understanding, their past experience, their attitude, the level of support they receive from their employers, tutors and assessors and their choices of occupational routes and competence-based qualifications.

The expected timescales for completion are that the Apprenticeship/FMA should be completed in no less than 12 months, and the advanced Apprenticeship/MA should take no less than 24 months to complete. Individual circumstances, for example significant prior learning or the need to provide basic skills training first will influence the time it takes to complete.

People 1st may follow up on certification requests where the apprentice has achieved the Apprenticeship/Foundation Modern Apprenticeship in less than four months and nine months for the Advanced Apprenticeship/Modern Apprenticeship to identify reasons for this.

5.4 Health and Safety

The industry regards health and safety as an essential part of the hospitality Apprenticeship/FMA and Advanced Apprenticeship/MA and all apprentices must follow legislation, regulations, and codes of practice required by industry. The employer must have a policy which details health and safety responsibilities for themselves and the apprentice.

Health, safety and security is addressed in Employment Rights and Responsibilities (ERR) covered in the induction component of this framework.

All partners involved in the implementation of apprenticeships must adhere to their statutory responsibilities for health and safety as follows:

- a safe and supportive working environment for apprentices must be provided whilst they are at work or in training
- appropriate training on health and safety in the workplace must be given to each apprentice, covering all aspects of their job role

- awareness of, and compliance with, relevant legislation such as the Health & Safety at Work Act 1974, the Working Time Regulations 1998, the Workplace (Health, Safety and Welfare) Regulations and other relevant legislation must be demonstrated
- the apprentice must be aware of and comply with their statutory responsibility for health and safety at work. This relates to their own safety and to the safety of others in the work place. They must also be aware of, and comply with, any additional health and safety procedures laid down by their employer/provider
- LSC and WAG are responsible for monitoring the compliance of providers to their statutory health and safety obligations and will carry this out through their Quality Assurance procedures
- providers will carry out a pre vetting check of the employers to check they have met Health and Safety statutory requirements.

Employers should also ensure that they comply with all risk assessments that are required by law.

In terms of additional Health and Safety requirements specific to the sector, the specialist catering pathways within the frameworks contain units which cover the important issue of Food Safety.

Other legislation that is relevant to hospitality includes:

RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995): These regulations place a legal duty on employers, self employed people and people in control of premises to report work-related deaths, major injuries or over-three-day injuries, work related diseases and dangerous occurrences (near miss accidents)

COSHH (Control of Substances Hazardous to Health): Employers are responsible for controlling the use or handling of hazardous substances

Food Hygiene Regulations 2006: This act relates to businesses responsibility regarding appropriate supervision of food handlers, their instruction and/or training in food hygiene, to enable them to handle food safely

The Occupiers Liability Act: This covers liability for the safety of others who are lawful visitors, which includes passers-by, customers, sales representatives, delivery people, contractors etc

Licensing Act 2003: This act covers all aspects of the sale of alcohol

5.5 Equality and Inclusion

The sector (particularly the hospitality industry) employs a young workforce. There are variations across the sector with the restaurant and pub industries particularly reliant on young people (65 percent of those working in the pubs, bars and nightclubs industry are under the age of 30 as are 55 percent of those working in the restaurant industry). 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. The self-catering accommodation/holiday centre workforce has the oldest age profile with approximately 20 percent of the workforce being over the age of 60.

The average age of those working in different occupations varies considerably. Those working as waiting staff and bar staff tend to be young with few being over the age of 30. As would be expected, those working in management roles tend to be older, particularly hotel and accommodation. A relatively high proportion of managers of licensed premises and restaurant and catering managers are under the age of 30.

In the hospitality industry, women tend to dominate front of house roles (such as waiting staff, bar staff and catering assistants), whilst men are more likely to be working as chefs and cooks, and as managers. The proportion of managers in the hospitality industry who are female fell from 49 percent in 2004/05 to 46 percent in 2007/08.

The following table shows the numbers of male and female apprentices who started the Hospitality and Catering framework in England in recent years:

	Apprenticeship – Female	Apprenticeship – Male	Advanced Apprenticeship - Female	Advanced Apprenticeship - Male
2004/05	7016	6522	1819	1703
2005/06	6416	5727	1499	1546
2006/07	5176	5088	1516	1450
2007/08 (Aug 07 – Apr 08)	2890	2740	724	813

Therefore, it can be seen that the number of male and female apprentices within the sector are broadly similar.

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. Across the industries a higher proportion of black and minority ethnic (BAME) workers work in the restaurant industry (23 percent across the UK and 52 percent in London) and food and service management (15 percent across the UK and 51 percent in London) than in other industries. Only 4 percent of the pubs, bars and nightclubs workforce is from a BAME background.

We need to be careful to monitor this situation, especially in middle management where under-representation of women and ethnic minorities can often be a problem. In addition, because the industry tends to employ a large number of young people we need to be aware of, and explain the benefits of, a workforce that is diverse not only in terms of ethnicity but also in age range. Consideration must be given to the whole programme from recruitment and selection, induction through to successful completion.

The fact we monitor these statistics allows us to act, with providers via the ALP industry sub-group, and with industry at large, to re-dress any potential imbalance in the profile of staff being recruited on to the Apprenticeship programme. This may lead us to develop case studies of good practice.

We see the Apprenticeship/FMA and Advanced Apprenticeship/MA as being a powerful tool to promote equality and inclusion as it is an ideal point to explain the benefits of diversity and the responsibilities of promoting equality to the supervisors and managers of tomorrow.

In the People 1st Apprenticeship Strategy we recommend the development of an equality and diversity policy encompassing all its apprenticeship programmes in consultation with key stakeholders including learning providers, learning provider representatives, employers, employer representatives, awarding organisations and organisations responsible for promoting equality and diversity.

We will also consider the following activities to help ensure that any barriers to starting or achieving an apprenticeship are removed:

- Development of an employer's guide to the recruitment and retention of apprentices from under-represented groups
- Ongoing monitoring of data to identify any issues and intervene where necessary
- Developing careers materials and making them accessible to all
- Developing marketing materials aimed at under-represented groups
- Identifying a process to make it easier for apprentices to access employers, e.g. providing a list on our website of all those employers who take on apprentices.
- Articles in specific newspapers/magazines aimed at under-represented groups

The implementation of a registration system will be explored by People 1st. Through this we would like to monitor take up and starts carefully and take appropriate action if any issues are highlighted. It is hoped that the data could be monitored by different categories including framework, provider and region. In addition, data collected by external agencies could be used more effectively and interpreted so that maximum benefit can be gained from all parties.

All partners involved in the delivery of the apprenticeship - local LSCs/Department for Children Education Lifelong Learning and Skills (DCELLS), providers and employers must be committed to a policy of equal opportunities and must have a stated equal opportunities policy and procedure.

Employers/providers must be able to demonstrate that there are no overt or covert discriminatory practices in selection and employment. All promotional, selection and training activities must comply with relevant legislation such as:

- The Sex Discrimination Act, 1975 and Code of Practice
- The Race Relations Act, 1976 and Code of Practice
- The Disability Discrimination Act, 1995 and Code of Practice
- The Employment Equality (Age) Regulations 2006

The apprentice's knowledge about equal opportunities policies and procedures can be used as evidence for the Employment Responsibilities and Rights component of this framework.

Providers should monitor equality of opportunity practice and procedures within their own organisation and take positive action when necessary. It is also recommended that

employers/providers conduct an exit interview with all apprentices as they leave the programme.

People 1st will continue to monitor the development of the Apprenticeship and equality of opportunity, primarily by the analysis of the LSC/WAG statistical returns. Where questions arise concerning policy and practice, People 1st will work closely with the relevant LSC/WAG offices to identify causes and to implement positive action where appropriate.

5.6 Transfer Arrangements from Previous Framework

As the Assessment Strategy is being amended to remove the requirement of the independent assessment of the underpinning knowledge within the NVQs in the sector from the 1st August 2009, the cut off date for registrations on framework issue number 8.1 will be July 31 2009. Registrations for framework issue number 9 will begin on the 1st August 2009 and the cut off date for registrations on that framework will be 31st August 2009. Registrations for framework issue number 9.1 will begin from 1st September 2009, and all learners registered from then must be working towards the new framework.

Candidates registered after the 1st May 2009 on the previous framework (i.e. the pre-August 2009 framework) may transfer forward to the new framework but must complete the new technical certificates and competence-based qualifications. Where apprentices registered on the previous framework wish to transfer to the new hospitality FMA/AMA, this should be agreed with the local LSC/DCELLS. Decisions to transfer apprentices must be made in their best interests and be agreed by them and their employer. Details of the decision to transfer from to the new framework must be recorded in a revised *Individual Apprenticeship Plan*. Transfer arrangements relating to NVQs should be communicated to the awarding body concerned.

5.7 Monitoring Arrangements for the Framework

We are keen to keep a tight grip on monitoring the framework, particularly so we can be in a position to assess the effectiveness of the measures we have put in place to drive down the rate of non-completion as outlined in our Apprenticeship Strategy. The measures we are introducing will be both quantitative and qualitative. They include:

- monitoring of certification
- analysis of take up data provided by funding bodies, as well as data and information provided by inspection bodies
- working with Training Providers and Awarding Bodies in order to build up a full picture
- our links with the Training Providers especially through the Association of Learning Providers industry sub-group, allows us a qualitative measure on how the frameworks are operating in practice

We are also developing models of best practice in delivery based on research we have recently completed, and this will be evaluated particularly to ascertain impacts on completion rates.

We also are exploring systems of tracking candidates who are on the Apprenticeship programme through the UKSP.

6 Achievement and Progression

6.1 Certification

The successful apprentice will receive an Apprenticeship/FMA or Advanced Apprenticeship/MA Completion Certificate from People 1st. This is separate from, and in addition to, those certificates awarded for the achievement of the individual components of the framework, e.g. NVQ/competence-based qualification, Technical Certificates and Key Skills. Providers and / or Employers are responsible for claiming the National Completion Certificate from People 1st and for signing the Certificate Request Form to confirm that the mandatory outcomes have been met and are on file for audit purposes. A Certificate Request Form is to be completed for each individual learner. The mandatory outcomes are:

- Approved and signed Employee Induction component (ERR) for both Apprentice/FMA and Advanced Apprentice/MA
- Relevant competence-based qualification certificate/s (Level 2 and/or 3) - if a learner has entered the programme at Level 3, proof of accredited prior learning and/or experience must also be supplied
- Relevant certificates showing completion of the technical certificates
- Mandatory Key Skill Unit certificates at the appropriate level

People 1st undertake 100 percent checks on the evidence sent to them to ensure that all parts of the programme have been achieved.

Compliance with these requirements results in the awarding of the Hospitality Apprentice/FMA or Advanced Apprentice/MA Certificate of Completion. All requests for certificates will be verified and subjected to quality assurance checks by People 1st in accordance with the operating principles for the process and issuing of certificates.

People 1st may follow up on certification requests where the apprentice has achieved the Apprenticeship/Foundation Modern Apprenticeship in less than four months and nine months for the Advanced Apprenticeship/Modern Apprenticeship to identify reasons for this.

The Apprenticeship certificate claim form can be found on the People 1st website, www.people1st.co.uk.

6.2 Progression

We are very mindful of the fact that the Apprenticeship frameworks both offer progression from related frameworks and learning opportunities, and provide progression to learning programmes and career opportunities.

In terms of progression to the frameworks, we expect candidates with a general education background to be able to progress to the frameworks. We also note that we are starting to see young people coming through Young Apprenticeship in Hospitality and will be carrying out work to identify how many of the young apprentices progress onto a full Apprenticeship. We are keen to promote this as a method of entry onto our

Apprenticeship Frameworks, and we will be working with Providers to ensure that this happens in practice. We also see the opportunity presented by greater vocational content delivered in schools as an opportunity to provide progression to Apprenticeship frameworks. The Diploma in Hospitality has been developed as part of the new suite of Diplomas being introduced into schools and will be taught in schools and colleges across England from September 2009. It combines theoretical study with practical activities and develops skills valued by employers and universities. The Diploma will be available at three levels: Foundation, Higher and Advanced.

The foundation learning tier is a central qualification framework for the delivery of skills and knowledge at level 1 and below in England. The Foundation Learning Tier supports four progression pathways one of which is skilled employment, including apprenticeships.

The People 1st Apprenticeship Strategy recognises that there are four types of employers and four types of learners at which apprenticeships should be aimed, but which each have very different requirements:

- Learner 1: The learner who is looking to move into a junior management or supervisory role.
- Learner 2: The learner who wishes to develop their current skills to a higher level e.g. a craft chef
- Learner 3: The learner who wants to enter a role, become competent in their current role and secure a permanent position
- Learner 4: The learner who wishes to move into higher level learning

The strategy also outlines how progression opportunities will be further improved and this is an area we will be focussing on moving forward.

There is a clear progression route from the Apprenticeship/FMA to the Advanced Apprenticeship/MA. The competence based element of both apprenticeships articulate, and the roles supported by the Level 2 NVQs are further developed in the Level 3 NVQs/competence-based qualifications, allowing candidates and employers to really build a career around the apprenticeship structure.

Although the routes through the frameworks are designed in order that the Apprentice can gain the skills that are relevant to their employer, the NVQs do allow for progress. There are clear progression routes across from Food Processing and Cooking to Professional Cookery, and from Food and Drink Service to Food and Drink Service (Drink only). In addition, there is a less defined opportunity for candidates to progress between Housekeeping and Front Office.

The frameworks themselves allow progression to some Professional Qualifications, i.e. the National Certificate for Personal Licence Holders.

In terms of progression to further and higher education, the Advanced Apprenticeship/MA is a recognised route into many Foundation Degrees which is the most likely pathway an apprentice would take, and we have worked with Foundation Degree Forward to develop three Foundation Degree frameworks for the sector. This has given us further opportunity to ensure that Foundation Degrees provide a coherent progression pathway. There are many Foundation Degrees available in the sector include the Foundation Degree in

International Culinary Arts at Thames Valley University and Hospitality Management at Westminster Kingsway College. Details of other Foundation Degree courses can be found on the Foundation Degree Forward website (www.fdf.ac.uk).

Although there are not sector specific NVQs to form the basis of progression to Levels 4 and 5, there is sufficient management and supervisory content, particularly in the Hospitality Supervision and Leadership award, to enable progression to awards at Levels 4 and 5 of management NVQs, or NVQs with significant management content.

In addition, within our Sector Qualifications Strategy (SQS) profiles for positions from entry through to management have been identified showing qualification pathways across specific industries and sub-industries to assist potential employees and employers to identify the relevant qualifications to assist in progression. Apprenticeships form a key part of the SQS, highlighting the sectors in which apprenticeship programmes are required and much of the development of new qualifications within the plan focuses on new technical certificates. The SQS clearly maps out how the apprenticeship articulates with other qualifications and what an apprentice can progress from or to within a particular role. Whilst the grids that have been developed are too big to be included in this document, they can be found on the People 1st website (www.people1st.co.uk). It is intended that UKSP will be used to highlight these progression routes moving forward making the information more accessible to employers and employees.

In terms of the progression to specific job roles, for the Apprenticeship/FMA;

Route A NVQ in Food and Drink Service

Occupations here could be Waiter or Silver Service Waiter. This route is also suitable for a Team member in a quick-service environment and is used by event organisers.

Progression in terms of qualifications is primarily on to the next level of framework, typically through the Hospitality Supervision and Leadership route. Progression in terms of industry roles could be to Head of Waiting Staff, Food and Beverage Manager, Conference and Banqueting Manager, Restaurant Manager and eventually into general management roles.

Route B NVQ in Food and Drink Service (Drinks Service)

Progression opportunities in terms of qualifications and learning programmes are to the Advanced Apprenticeship/MA, to the Hospitality Supervision and Leadership Route. In terms of employment, progression could be to Assistant Bar Manager, Bar Manager or eventually Publican. This could also be a route for regional managers within chains, and ultimately General Management.

Route C NVQ in Front Office

Opportunities for progression through qualifications include the Advanced Apprenticeship/MA, although the fact that a number of transferable skills are delivered means that there is the prospect of transferability to other, customer-facing routes, such as the Travel apprenticeship.

Career routes open to a trained receptionist include Head Receptionist, Front Office Manager, Duty Manager, Front of House Supervisor and General Management opportunities.

Route D NVQ in Food Processing and Cooking

This route will support progression with employers such as those listed above, but also with the large contract caterers who bid for much of the institutional work. Some of these companies, such as the Compass group, place a high priority on their Apprenticeship schemes.

Occupations supported here include School Cook, Cook, Team member or Chef. Progression in terms of programmes would be to the Advanced Apprenticeship/MA, on either the Hospitality Supervision and Leadership or, less so, the Professional Cookery route. Progression in terms of career would be to Catering Supervisor or Sous Chef. Eventually career could go to Head Chef, Head Cook or Kitchen Manager.

Route E NVQ in Professional Cookery

The roles supported by this route are Craft Chef, Kitchen Assistant or Team Member. Progression in terms of the industry is to 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. Progression in terms of qualifications will be to the Advanced Apprenticeship/MA.

Route F NVQ in Housekeeping

The main occupation supported by this role is that of Housekeeper. Progression in terms of qualifications and learning is to the Advanced Apprenticeship/MA. Progression in terms of career is to Floor Manager, Assistant Head/Floor Housekeeper, Head Housekeeper, and other supervisory roles. There is also scope to move to contract cleaning.

Route G NVQ in Hospitality (Multi-Skilled)

Roles supported by this route include Team Member within a Holiday Park or Youth Hostel or Team Member within a Food Preparation and Cooking franchise or chain. Progression opportunities would be to supervisory and/or management positions, with possible routes to eventual owner/manager of small hotels or Bed and Breakfast establishments.

Advanced Apprenticeship/Modern Apprenticeship

Route A NVQ in Professional Cookery

This route offers candidates access to a wide range of opportunities in industry, such as Sous Chef and even Head Chef, not to mention progression to General Management opportunities in large multiples. The craft skills delivered by this route are also important to Institutional catering, such as hospitals, schools and the MoD. Progression routes in terms of education and training would likely to be to a Foundation Degree in Culinary Arts Management, or in Hospitality Management.

Route B Diploma in Hospitality Supervision and Leadership Skills (NVQ)

This route in particular allows a learner to develop not only the technical skills required to work in their chosen sub-sector of the industry, but also the management skills that are needed in a supervisory role. These management skills will be built on as learners here develop their careers through the industry. Progression from this route into Higher Education would be to a Foundation Degree in Hospitality Management, or onto a more general management qualification. Roles that employees here could progress to include Hotel Manager, General Manager of a Hotel or Visitor Attraction, Pub Manager, Regional Manager in a Pub Chain, Regional Manager in a franchised Hospitality and Catering chain or General Management positions within large multiples.

7 Fact Sheet

Apprenticeship/Foundation Modern Apprenticeship in Hospitality and Catering

What's involved?

An apprentice can expect to be doing work based learning with an employer and to be paid, either a wage if they are employed, or an allowance. The apprenticeship will include a Competence-based Qualification, Key Skills, Employment Rights and Responsibilities and a 'knowledge based element or Technical Certificate as listed below.

Competence Based Element	Knowledge Based Element	Key Skills/Functional Skills (England only)
<ul style="list-style-type: none"> • Route A: NVQ in Food and Drink Service (Level 2) • Route B: NVQ in Food and Drink Service (Drinks Service) (Level 2) • Route C: NVQ in Front Office (Level 2) • Route D: NVQ in Food Processing and Cooking (Level 2) • Route E: NVQ in Professional Cookery (Level 2) • Route F: NVQ in Housekeeping (Level 2) • Route G: NVQ in Hospitality and Catering (Multi-Skilled) (Level 2) 	<ul style="list-style-type: none"> • Route A: Award in Hospitality and Catering Principles (Food and Drink Service) • Route B: Award in Hospitality and Catering Principles (Food and Drink Service) • Route C: Award in Hospitality and Catering Principles (Front Office) • Route D: Certificate in Hospitality and Catering Principles (Food Processing and Cooking) • Route E: Certificate in Hospitality and Catering Principles (Professional Cookery) • Route F: Award in Hospitality and Catering Principles (Housekeeping) • Route G: Award in Hospitality and Catering Principles (Multi-Skilled) 	<p>Key Skills:</p> <ul style="list-style-type: none"> • Application of Number – Level 1 • Communications – Level 1 <p>Or (Apprentices on pilots only):</p> <ul style="list-style-type: none"> • Functional Skills English – Level 1 • Functional Skills Mathematics – Level 1

The decision on which pathway will be studied will be made by the employer and/or training provider in discussion with the apprentice.

Entry requirements:

There are no entry requirements for the Apprenticeship/Foundation Modern Apprenticeship, other than the employer's own recruitment criteria.

In general, new entrants should be:

- motivated to succeed within the hospitality industry
- willing to learn and apply that learning in the workplace
- judged capable by the employer of completing the mandatory outcomes

Minimum Periods of Training:

The minimum acceptable timescale for completion is that the Apprenticeship/FMA should be completed in no less than 12 months.

In terms of off-the-job training, whilst this will be the product of discussion between the candidate, employer and any training provider involved in the process, it will have to be enough to ensure full delivery of ;

- the technical certificates
- the key skills
- the Employment Rights and Responsibilities

The knowledge-based element can be delivered both on-the-job and off-the-job. If delivered off-the-job, the guided learning hours of the technical certificate should be an indicator of the number of days spent away from the workplace

What type of job might an apprentice be doing?

Route A: Waiter or Silver Service Waiter. This route is also suitable for a Team member in a quick-service environment and is used by event organisers

Route B: Bar-person, cellar-person, and possibly bar supervisor

Route C: Receptionist

Route D: School Cook, Cook, Team member or Chef

Route E: Craft Chef, Kitchen Assistant or Team member

Route F: Housekeeper

Route G: Team Member within a Holiday Park, Youth Hostel or Small Hotel

How long does the apprenticeship take to complete?

The minimum acceptable timescale for completion is that the Apprenticeship/FMA should be completed in no less than 12 months.

Career progression after completing this apprenticeship

Route A: Head of Waiting Staff, Food and Beverage Manager, Conference and Banqueting Manager, Restaurant Manager and eventually into general management roles.

Route B: Assistant Bar Manager, Bar Manager or eventually Publican. This could also be a route for regional managers within chains, and ultimately General Management.

Route C: Head Receptionist, Front Office Manager, Duty Manager, Front of House Supervisor and General Management opportunities.

Route D: Catering Supervisor or Sous Chef. Eventually career could go to Head Chef,

Head Cook or Kitchen Manager.

Route E: 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.

Route F: Head Housekeeper, and other supervisory roles. There is also scope to move to contract cleaning.

Route G: Supervisory and/or management positions, with possible routes to eventual owner/manager of small hotels or Bed and Breakfast establishments.

Framework developed by:

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Advanced Apprenticeship/Modern Apprenticeship in Hospitality and Catering

What's involved?

An apprentice can expect to be doing work based learning with an employer and to be paid, either a wage if they are employed, or an allowance. The apprenticeship will include a Competence-based Qualification, Key Skills, Employment Rights and Responsibilities and a 'knowledge based element or Technical Certificate as listed below.

Competence Based Element	Knowledge Based Element	Key Skills/Functional Skills (England only)
<ul style="list-style-type: none"> Route A: Professional Cookery (Level 3) Route B: Hospitality Supervision and Leadership Skills (Level 3) 	<ul style="list-style-type: none"> Route A: Certificate in Hospitality and Catering Principles (Professional Cookery) Route B: Award in Hospitality Supervision and Leadership (Level 3) 	<p>Key Skills:</p> <ul style="list-style-type: none"> Application of Number – Level 2 Communications – Level 2 <p>Or (Apprentices on pilots only):</p> <ul style="list-style-type: none"> Functional Skills English – Level 2 Functional Skills Mathematics – Level 2

The decision on which pathway will be studied will be made by the employer and/or training provider in discussion with the apprentice.

Entry requirements:

Entry to the advanced apprenticeship/MA requires successful completion of one of the following:

- the hospitality apprenticeship
- a hospitality related (or other relevant) level 2 NVQ
- a hospitality related (or other relevant) level 2 vocationally-related qualification

Alternatively, entry to the Advanced Apprenticeship/MA can be based on the apprentice having gained level 2 comparable vocational experience and skills, for example, people who have worked in a relevant vocational area for at least nine months to a year prior to registering onto the Advanced Apprenticeship/MA.

Depending on the occupational area the candidate intends to focus their Advanced Apprenticeship on, entry may be permitted with other relevant vocationally-related or occupational qualifications, such as leisure, tourism, administration and customer service. Appropriate qualifications are those accredited to the National Qualifications Framework (see QCA's website www.qca.org.uk).

In general, new entrants should be:

- motivated to succeed within the hospitality industry
- willing to learn and apply that learning in the workplace
- judged capable by the employer of completing the mandatory outcomes

Minimum Periods of Training:

The minimum acceptable timescale for completion is that the Advanced Apprenticeship/MA should take no less than 24 months to complete.

In terms of off-the-job training, whilst this will be the product of discussion between the candidate, employer and any training provider involved in the process, it will have to be enough to ensure full delivery of ;

- the technical certificates
- the key skills
- the Employment Rights and Responsibilities

The knowledge-based element can be delivered both on-the-job and off-the-job. If delivered off-the-job, the guided learning hours of the technical certificate should be an indicator of the number of days spent away from the workplace

What type of job might an apprentice be doing?

Route A: Sous Chef and Head Chef

Route B: Head Housekeeper, Head of Reception, Unit Manager in a Hotel Chain, Unit Manager in a Contract Catering Company, Unit or Regional Supervisor/Manager in a restaurant/pub chain with multiple outlets

How long does the apprenticeship take to complete?

The minimum acceptable timescale is that the Advanced Apprenticeship/MA should take no less than 24 months to complete.

Career progression after completing this apprenticeship

Route A: General Management opportunities in large multiples.

Route B: Hotel Manager, General Manager of a Hotel or Visitor Attraction, Pub Manager, Regional Manager in a Pub Chain, Regional Manager in a franchised Hospitality and Catering chain or General Management positions within large multiples

Framework developed by:

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Annex A

Title of framework:	Hospitality and Catering
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Please complete the tables below and include with your submission to the AAG. The qualifications to be listed are those that are a mandatory requirement. You do not need to fill in the yellow boxes.

Framework code	220	Framework issue number	9.1
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Apprenticeship/ Level 2	Apprenticeship Level 2
Sector skills council/sector skills body	People 1st
Implementation date	1st September 2009
Issue number	9.1

Qualification title	Qualification reference number	Awarding body	NQF or QCF	Level	QCA glh	SLN	Programme Weighting factor	Fee element percentage (expected employer contribution)
						<i>To be completed by LSC National Office</i>		
Competence-based element								
Food and Drink Service	100/5386/4	City & Guilds	NQF	2	-			
Food and Drink Service	100/5871/0	Education Development International plc	NQF	2	-			
Food and Drink Service	500/4170/8	Edexcel	NQF	2	-			
Front Office	100/5380/3	City & Guilds	NQF	2	-			
Front Office	100/5873/4	Education Development International plc	NQF	2	-			
Front Office	500/4219/1	Edexcel	NQF	2	-			
Food Processing and Cooking	100/5383/9	City & Guilds	NQF	2	-			
Food Processing and Cooking	100/5872/2	Education Development International plc	NQF	2	-			
Food Processing and Cooking	500/4203/8	Edexcel	NQF	2	-			
Professional Cookery	100/5384/0	City & Guilds	NQF	2	-			
Professional Cookery	100/5876/X	Education Development International plc	NQF	2	-			
Professional Cookery	500/4174/5	Edexcel	NQF	2	-			
Housekeeping	100/5381/5	City & Guilds	NQF	2	-			
Housekeeping	100/5874/6	Education Development International plc	NQF	2	-			
Housekeeping	500/4172/1	Edexcel	NQF	2	-			
Multi-skilled Hospitality Services	100/5382/7	City & Guilds	NQF	2	-			
Multi-skilled Hospitality Services	100/5875/8	Education Development International plc	NQF	2	-			
Multi-skilled Hospitality Services	500/4131/9	Edexcel	NQF	2	-			

Knowledge-based element								
Award in Hospitality and Catering Principles (Food and Drink Service)	500/6204/9	City & Guilds	QCF	2	107-108			
Award in Hospitality and Catering Principles (Food and Drink Service)	500/6258/X	Education Development International plc	QCF	2	107-108			
Award in Hospitality and Catering Principles (Food and Drink Service)	500/6336/4	Edexcel	QCF	2	107-108			
Award in Hospitality and Catering Principles (Front Office)	500/6507/5	City & Guilds	QCF	2	97			
Award in Hospitality and Catering Principles (Front Office)	500/6586/5	Education Development International plc	QCF	2	97			
Award in Hospitality and Catering Principles (Front Office)	500/6333/9	Edexcel	QCF	2	97			
Certificate in Hospitality and Catering Principles (Food Processing and Cooking)	500/6263/3	City & Guilds	QCF	2	111			
Certificate in Hospitality and Catering Principles (Food Processing and Cooking)	500/6344/3	Education Development International plc	QCF	2	111			
Certificate in Hospitality and Catering Principles (Food Processing and Cooking)	500/6335/2	Edexcel	QCF	2	111			
Certificate in Hospitality and Catering Principles (Professional Cookery)	500/6264/5	City & Guilds	QCF	2	180			
Certificate in Hospitality and Catering Principles (Professional Cookery)	500/6273/6	Education Development International plc	QCF	2	180			
Certificate in Hospitality and Catering Principles (Professional Cookery)	500/6337/6	Edexcel	QCF	2	180			
Award in Hospitality and Catering Principles (Housekeeping)	500/6265/7	City & Guilds	QCF	2	104			
Award in Hospitality and Catering Principles (Housekeeping)	500/6564/6	Education Development International plc	QCF	2	104			
Award in Hospitality and Catering Principles (Housekeeping)	500/6334/0	Edexcel	QCF	2	104			
Award in Hospitality and Catering Principles (Multi-Skilled)	500/6508/7	City & Guilds	QCF	2	98-114			
Award in Hospitality and Catering Principles (Multi-Skilled)	500/6696/1	Education Development International plc	QCF	2	98-114			
Award in Hospitality and Catering Principles (Multi-Skilled)	500/6332/7	Edexcel	QCF	2	98-114			

Key skills/Functional Skills								
Application for Number (Key Skill)	1							
Communication (Key Skill)	1							
English (Functional Skill)	1							
Mathematics (Functional Skill)	1							

Framework code	220	Framework issue number	9.1
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Advanced Apprenticeship Level 3	Advanced Apprenticeship Level 3
Sector skills council/sector skills body	People 1st
Implementation date	1st September 2009
Issue number	9.1

Qualification title	Qualification reference number	Awarding body	NQF or QCF	Level	QCA g/h	SLN	Programme weighting factor	Fee element percentage (expected employer contribution)
						<i>To be completed by LSC National Office</i>		
Competence-based element								
Professional Cookery	100/5385/2	City & Guilds	NQF	3	-			
Professional Cookery	100/5877/1	Education Development International plc	NQF	3	-			
Professional Cookery	500/4202/6	Edexcel	NQF	3	-			
Diploma in Hospitality Supervision and Leadership Skills (NVQ)	500/6096/X	City & Guilds	QCF	3	-			
Diploma in Hospitality Supervision and Leadership Skills (NVQ)	500/6326/1	Education Development International plc	QCF	3	-			
Diploma in Hospitality Supervision and Leadership Skills (NVQ)	500/6432/0	Edexcel	QCF	3	-			

Knowledge-based element								
Certificate in Hospitality and Catering Principles (Professional Cookery)	500/6597/X	City & Guilds	QCF	3	221			
Certificate in Hospitality and Catering Principles (Professional Cookery)	500/6525/7	Education Development International plc	QCF	3	221			
BTEC Certificate in Hospitality and Catering Principles (Professional Cookery)	500/6544/0	Edexcel	QCF	3	221			
Award in Hospitality Supervision and Leadership Principles	500/6186/0	City & Guilds	QCF	3	58			
Award in Hospitality Supervision and Leadership Principles	500/6220/7	Education Development International plc	QCF	3	58			
Award in Hospitality Supervision and Leadership Principles	500/6331/5	Edexcel	QCF	3	58			

Key skills/Functional Skills								
Application for Number (Key Skill)	2							
Communication (Key Skill)	2							
English (Functional Skill)	2							
Mathematics (Functional Skill)	2							

Framework code		Framework issue number	
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Higher Apprenticeship Level 4	
Sector skills council/sector skills body	
Implementation date	
Issue number	

Qualification title	Qualification reference number	Awarding body	NQF or QCF	Level	QCA g/h	SLN	Programme weighting factor	Fee element percentage (expected employer contribution)
						<i>To be completed by LSC National Office</i>		
Competence-based element								
?					-			
Knowledge-based element								
?								