



Hospitality Supervisor

Sector: Catering and Hospitality • **Level:** 3 • **Duration:** 12 Months
Funding Band: 7 **Maximum Funding:** £5000

Introduction

Hospitality Supervisors work across a wide variety of businesses including bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. They provide vital support to management teams and are capable of independently supervising hospitality services and running shifts. They typically work under pressure delivering fantastic customer service and motivating a team is essential to their role. The majority of supervisors' skills and knowledge are the same but supervisors may specialise in specific functions or work across a variety of functions which reflect the multi-functional nature of the industry.

Entry requirements

Individual employers will set their own selection criteria. Nationally, Apprenticeships require as a minimum English and Maths understanding and functional application at Level 1, enabling Apprentices to aspire to the next level. Employers will set the entry specification suitable for the correct level of the individual. Candidates will be expected to have worked in an operational role within the hospitality industry.

Independent End Point Assessment from NOCN

Independent assessment ensures that all Apprentices have the **Knowledge, Skills and Behaviours** detailed in the standard, ensuring consistency across the industry. **NOCN** is a leading Government approved, independent **End Point Assessment Organisation (EPAO)**, working with employers to ensure high quality, valid and robust **End Point Assessment (EPA)**. NOCN is responsible for all aspects of the **EPA**, including the provision of an online assessment management system, assessment centre booking, workplace testing, online tests, expert End Point Assessors and the final apprenticeship grading. For further information, visit the NOCN website: www.nocn.org.uk

Knowledge, Skills and Behaviours

The Hospitality Supervisor standard specifies a range of **Knowledge, Skills and Behaviours** that together form the core competencies for the role. Apprentices are assessed by NOCN as the **EPAO**, using different methods to demonstrate competence in the following areas:

Areas of competence				
Customer Service Principles and Practices: building customer profiles, brand standards and creating customer centric cultures.	Business Principles and Practices: financial and risk management, operating procedures and sales and marketing	Leadership: acting as a role model, leadership styles and supervisory management skills	Team Management: performance and resource management and motivating and supporting team members.	Health and Safety standards: regulations and legislation within a hospitality environment.

Hospitality Supervisors must select one of the following operational areas in line with their specialist function:

- Food and Beverage Supervisor
- Bar Supervisor
- House Keeping Supervisor
- Concierge Supervisor
- Front Office Supervisor
- Events Supervisor
- Hospitality Outlet Supervisor

Apprenticeship Journey



On Programme

The **On Programme** period lasts a minimum of 12 months, during which time the employer and training provider support the Apprentice by providing suitable training to develop their **Knowledge, Skills and Behaviours** as specified in the Apprenticeship Standard. As the apprentice progresses, the relevant sections of the Standard are signed off by the assessor and employer. The assessment period for the standard can commence at any point once the apprentice is competent after their twelve-month period **On Programme**, at which point they enter the **Assessment Gateway**.

Assessment Gateway

The **Assessment Gateway** is a phase leading to **EPA** rather than one prescribed activity; it is usually triggered three-months in advance of the **EPA**, allowing the Apprentice adequate time to prepare. Before entering the **Assessment Gateway**, a formal meeting is held between the Training Provider and employer to confirm that all **On Programme** requirements have been achieved. This decision is based upon the details and evidence of achievement contained in the **On Programme assessment log**, with feedback from both employer and assessor. Once ready, the apprentice proceeds to the **Assessment Gateway** phase and begins preparations for **EPA**.

End Point Assessment

The apprentice will be assessed to the apprenticeship standard using four complementary assessment methods. The assessment is synoptic, i.e. takes a view of the overall performance of the apprentice in their job. The assessment activities will be completed by the independent end assessor as follows:

The EPA process

1 On demand test:

1

- 2 hours on demand multiple choice test (including 30 minutes reading time)
- Scenario based questions
- Externally set and marked by the assessment organisation
- Undertaken either on the employer's premises or off site
- Covers the core and Apprentice's specialism



2 Practical Observation:

2

- 4 hour observation of the apprentice in the workplace
- May be split in two, two hour observations to cover preparation and service / shift
- Covers core and specialist function elements of the standard
- Must maximise the apprentice's opportunity to demonstrate competence, e.g. moving to another area of the business to perform a different part of the job role.



3 Business Project:

3

- 2,000 – 5,000 words
- Focussing on an opportunity/challenge/idea which the apprentice considers will make an improvement to the business they are working in
- Involves gathering/reviewing information and making recommendations to management
- Written report submitted, followed by 30-minute presentation of the project and question and answer session



The above three assessments must be completed before the learner moves onto the final assessment.

4 Professional Discussion:

4

- 90-minute discussion between the apprentice and the independent end assessor.
- Employer present to support (but not lead) the apprentice and confirm information
- Will include areas of the standard not seen in observation or business projects plus key addition areas identified
- Planned in advance to allow the apprentice to prepare fully for the discussion

Grading

The grading for the Hospitality Supervisor Apprenticeship is either **Pass** or **Distinction**, with the final grade based on the combined performance in the **On Demand Test, Practical Observation, Business Project and Professional Discussion** aspect of the **EPA**. *Note: details of the **assessment criteria** are available in the Assessment Plan on the Institute for Apprenticeships website: <https://www.instituteforapprenticeships.org/apprenticeship-standards/>*

To achieve a Pass

Achievement of the On-Demand Test, Observation, Business Project and Professional Discussion, based on the assessment criteria in the Hospitality Supervisor standard.

To achieve a Distinction

In addition to the Pass criteria, Apprentices can achieve a **Distinction** by demonstrating competence against **additional assessment criteria** specified in the standard, demonstrated over the course of the Business Project, Practical Observation and Professional Discussion.

Certification

On successful completion, NOCN will issue an **NOCN EPA Results Certificate** and apply to the appropriate issuing organisation for production of the final **Apprenticeship Certificate**.

Career progression in the sector



NOCN Charges – fair and competitive

- NOCN's assessment services are priced fairly and competitively.
- The Government advises that the cost of **EPA** should be **no more than 20%** of the total price of apprenticeship training and assessment.
- Allowing for variance across the range of standards, NOCN's average rate for **EPA** is **less than 12%**

EPA charges include:

- NOCN charges a small **registration fee** at the start of the apprenticeship to cover administration and set up
- The **remaining fee** is paid in advance of the scheduled **EPA**
- Assessment charges are made for all assessments undertaken, no refunds given if the Apprentice fails or does not attend without due notice
- Employers can come to an individual agreement for their employees with the Training Provider and NOCN (see below, flexible pricing)
- Charges include Assessment Centre fees but exclude Certification and External Quality Assurance (**EQA**) fees as these are subject to change by external providers
- **EQA** will be undertaken by an independent organisation

Flexible pricing:

- NOCN **EPA** charges are flexible and negotiable
- Prices can be negotiated for factors such as the number of apprentices for assessment, assessment tools required, **EPA** location and delivery methods.
- **Speak to NOCN about your requirements**

Consultancy:

NOCN provides commercial consultancy on a range of related areas:

- Employing an apprentice
- Using the Government's online Apprenticeship Service
- Setting up and organising company operations for apprenticeships
- Designing assessment regimes
- Becoming an Assessment Centre - organisations interested in becoming an NOCN Assessment Centre should get in touch to discuss commercial arrangements. NOCN will pay a fee per apprentice assessed at the right location with high quality resources.

NOCN is a registered charity and VAT is not charged on any prices.

For further information:

For more information, prices and a no-obligation visit, please contact:

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