HOSPITALITY SUPERVISOR

LEVEL 3

Ofsted
Good
Provider

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GREAT PEOPLE INTO GREAT JOBS

HOSPITALITY SUPERVISOR

Level 3

A supervisor is a vital role in the hospitality industry, having the ability to lead successful shifts by motivating their team to deliver outstanding customer service and meeting business targets.

In this Level 3 Apprenticeship, you will take part in a wide range of experiences all designed to develop your knowledge, skills and behaviour. As well as gaining skills in day to day tasks, you will also start to build your understanding of leadership and team engagement.

Our trainers will support you through webinars, workshops and individual training both virtually and in your own site to help you get the most out of your learning.

We will work to tailor this programme to your businesses ways of working to deliver a personalised apprenticeship that will support you to become an expert hospitality supervisor.

Enrolment timeline
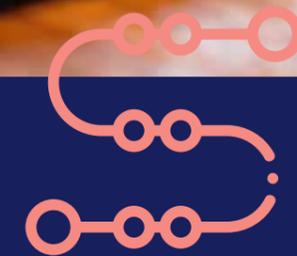
Step22 Apprenticeships believe in "right learner, right course". By that we mean it is crucial that all apprentices are accurately matched to an apprenticeship programme that suits their job description, their prior learning and ability to achieve all aspects of the course. Therefore, the below steps will be followed to confirm the eligibility of everyone who wishes to enrol upon one of our apprenticeship programmes:

Potential apprentice is emailed a link to complete Initial Assessments for Maths & English. Then a Skill Scan is completed with the potential apprentice and the employer, which can be done either online or in person. These assessments determine the eligibility for the apprenticeship to proceed.

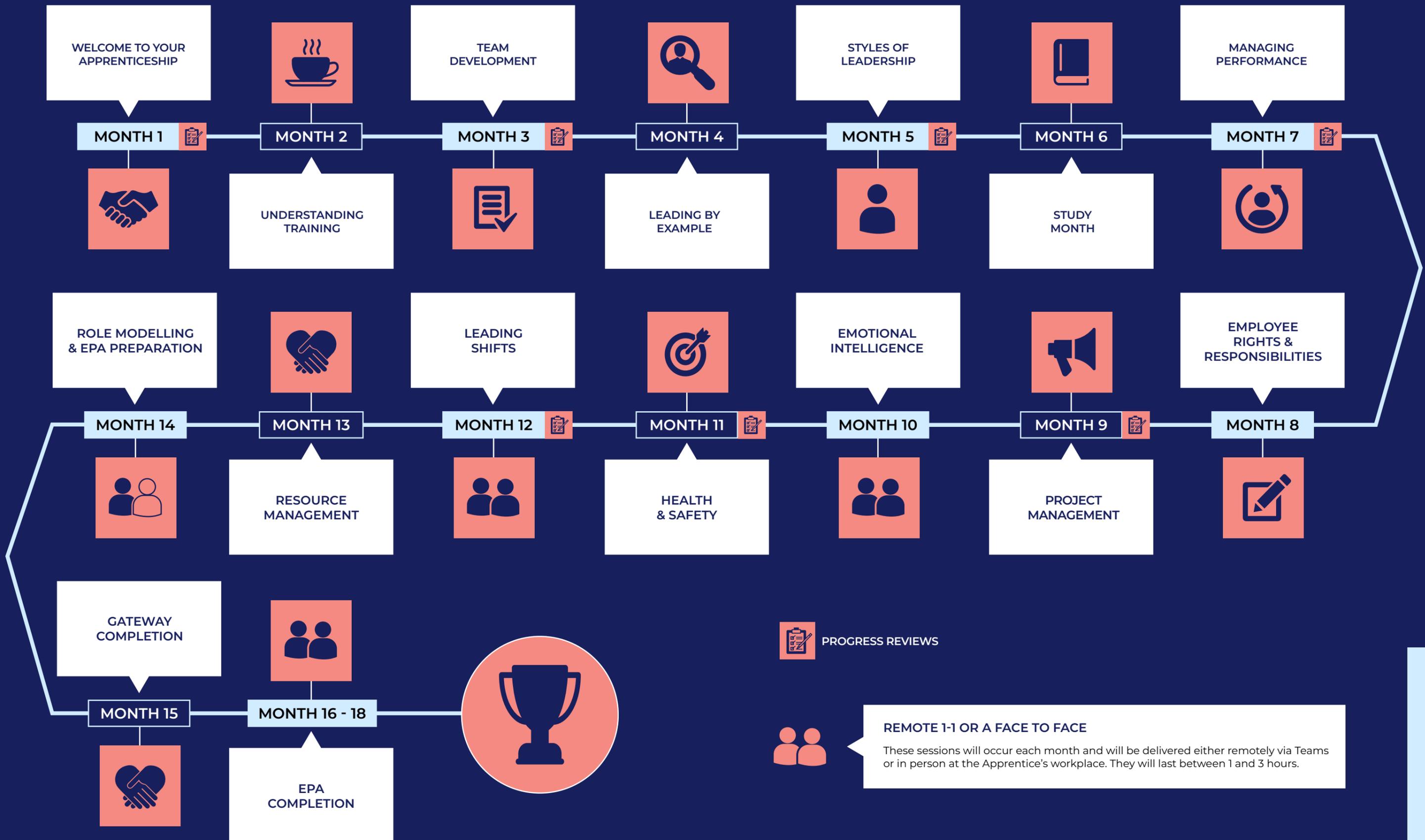If eligible, all enrollment documentation is completed by the employer and apprentice.

The apprentice is invited to attend an Induction Session, which is delivered by one of the Apprenticeship Training team via Microsoft Teams.

Learning then commences from the date of the apprentice's attendance at the Induction Session.

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Your Journey

HOSPITALITY SUPERVISOR
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WELCOME TO YOUR APPRENTICESHIP — MONTH 1

MONTH 2 — **UNDERSTANDING TRAINING**

TEAM DEVELOPMENT — MONTH 3

MONTH 4 — **LEADING BY EXAMPLE**

STYLES OF LEADERSHIP — MONTH 5

MONTH 6 — **STUDY MONTH**

MANAGING PERFORMANCE — MONTH 7

ROLE MODELLING & EPA PREPARATION — MONTH 14

MONTH 13 — **RESOURCE MANAGEMENT**

LEADING SHIFTS — MONTH 12

MONTH 11 — **HEALTH & SAFETY**

EMOTIONAL INTELLIGENCE — MONTH 10

MONTH 9 — **PROJECT MANAGEMENT**

EMPLOYEE RIGHTS & RESPONSIBILITIES — MONTH 8

GATEWAY COMPLETION — MONTH 15

MONTH 16 - 18 — **EPA COMPLETION**

PROGRESS REVIEWS

REMOTE 1-1 OR A FACE TO FACE

These sessions will occur each month and will be delivered either remotely via Teams or in person at the Apprentice's workplace. They will last between 1 and 3 hours.

Month	Session Title	Session Contents	Self-Learning Tasks
1	Welcome to your Apprenticeship	• Getting to know your assessor & your cohort • Delivery methods, systems & the support available • British values / Equality & Diversity / Prevent / Safeguarding • The role of a supervisor and what makes a strong hospitality team • The importance of company culture and how it influences both teams and leaders • The benefits of brand standards PROGRESS REVIEW	• Online courses on OneFile induction, Safeguarding and online safety • Assessment activity on the supervisor role
2	Understanding training	• How to conduct training needs analysis within your team • Understanding different learning styles and the learning cycle to support your delivery of training • The impact of bias on learning • Tools for delivering your first training session	• Research and workbook completion • Assessment activity on delivering training
3	Team development	• The benefits of giving thorough feedback • The impact of attitude on learning and training • How to communicate effectively in different situations • Building team development through objective setting and the power of reinforcement • Time management techniques and benefits PROGRESS REVIEW	• Research and workbook completion • Assessment activity on training needs analysis
4	Leading by example	• Planning and delivering team training sessions • The importance of leading by example and understanding your personal influence • Defining core principles in leadership and building on your personal values	• Research and workbook completion • Assessment activity on training sessions
5	Styles of leadership	• Different leadership styles and how to utilize them effectively • The value of coaching and development • Using a SWOT analysis to identify opportunities for business and personal development PROGRESS REVIEW	• Research and workbook completion • Assessment activity on leadership styles
6	Study Month	• Self-led learning month on previous topics	• Research and workbook completion • Assessment activity on company values
7	Managing performance	• Identifying contributing factors to conflict and poor behaviour in team members • Understanding conflict management • Managing matters of concern and having difficult conversations PROGRESS REVIEW	• Research and workbook completion • Assessment activity on site inductions
8	Employee Rights and Responsibilities	• What causes staff dissatisfaction and the impact within the business • Employee rights and responsibilities in people management • Diverse cultures and needs and the impact on team dynamics • How your behaviours and influence impact business targets	• Research and workbook completion • Assessment activity on employee management
9	Project management	• Investigating, planning, and delivering a project • The information used to build customer profiles and working to serve diverse needs • Methods of gathering information for analysis • The role of a leader in a project PROGRESS REVIEW	• Research and workbook completion • Assessment activity on project planning
10	Emotional intelligence	• Understanding emotional intelligence and self-awareness • Your conscious and unconscious impact within your circle of influence • The value of building trust and loyalty as a leader	• Research and workbook completion • Assessment activity on self-reflection
11	Health & Safety	• The importance of maintaining thorough records within hospitality • Identifying hazards in the workplace and mitigating danger • Understanding the legislation requirements for your business and the responsibilities of a supervisor PROGRESS REVIEW	• Research and workbook completion • Assessment activity on safety and legislation
12	Leading shifts	• The power of the pre-shift brief in motivating your team • Leading shifts and empowerment • Managing marketing and sales through upselling and how one shift contributes to business targets	• Research and workbook completion • Assessment activity on safety and legislation
13	Resource Management	• Resource and cost management • Uses of technology in resource management and time management • Judging cost verses benefit in resource management PROGRESS REVIEW	• Research and workbook completion • Assessment activity on stock control
14	Role Modelling & EPA Preparation	• Role-modelling company values and actively supporting your brand • Building on your experience so far to understand effective communication • Recap session built around learners	• Research and workbook completion • Assessment activity on building a rota
15	Gateway completion	• EPA preparation and practising • Gateway meeting with employer, assessor & apprentice • Completion of exit survey GATEWAY REVIEW	• Completing mocks ready for End Point Assessment
16-18	EPA completion	• Personalised support for EPA compilation • Completion of four EPA stages	

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End Point Assessment Information

What is End Point Assessment?

End Point Assessment (EPA) is made up of a range of synoptic assessments which are completed at the end of the apprentices' programme, once they have achieved gateway requirements. EPA takes place to ensure the apprentice has the knowledge, skills and behaviours outlined in the apprenticeship standard in order to be occupationally competent.

Assessments have been designed by employers in the sector and will be conducted by an Independent End Point Assessor (IEPA) who works for an End Point Assessment Organisation (EPAO). All assessments must be passed for the apprentice to achieve. There are 3 available grades for this standard; **fail, pass and distinction.**

Assessments which form EPA activities – Hospitality Supervisor Level 3

Knowledge Test	120-minute test
Practical Observation	240-minute observation of apprentice duties.
Business Project	2000-5000 words
Professional Discussion and Business Project Presentation	90-minutes

What is Gateway?

Gateway is triggered when the apprentice has achieved all knowledge, skills and behaviours set out in the assessment plan, has been on programme for a minimum of 1 year and 1 week and the apprentice, employer and training provider feel the apprentice is ready for their EPA. The gateway period is roughly 3 months, and this allows the apprentice to prepare and agree a date with the EPAO to when the assessment will take place.

Note: Gateway can only be achieved once the following has been met.

English and Maths at Level 2
Completion of knowledge, skills and behaviours
Minimum of 20% OTJT recorded
Gateway declaration signed by apprentice, line manager and apprenticeship trainer

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Delivery Types:

WEBINARS
These will be delivered via the Microsoft Teams platform and will be a maximum of 2 hours. They may be delivered on an individual basis or with a group of apprentices. The trainer will deliver a session on a particular topic and you will have the opportunity to have input through discussion and the use of the in-platform chat facility. These webinars will provide you with learning that counts towards your off the job training and will also provide you with tasks to complete for your apprenticeship learning. Please note that webinars will be recorded and be stored securely on Onefile to evidence your learning and participation.

1:1 SESSIONS
These will be either face to face or carried out remotely via Microsoft Teams. They will provide you with dedicated time with your trainer to discuss your progress towards achieving your apprenticeship and any aspects where you may feel you need extra support or guidance. Your trainer will also provide you with feedback on any work that has been set and guide you towards the next steps in your apprenticeship programme. Your trainer can also guide you towards additional resources that stretch your knowledge and understanding of relevant topics. Off the job training will also be reviewed to make sure you are on track to meet the minimum 20% requirement. All other work set will be reviewed and any additional support provided if needed. If any assessments are planned to take place during the 1:1 visit these will be recorded and added to your OneFile portfolio as evidence towards completion of your apprenticeship.

PROGRESS REVIEWS
These can either be face to face or remote and will require the involvement of your line manager. The reviews take place at least every 8 weeks and is intended to provide an update on progress towards completion of your apprenticeship. Your manager will provide their input in order to make sure that the apprenticeship is meeting the needs of your employer and that you are gaining the skills, knowledge and behaviours to improve your working practices. Targets will be set for completion of varying tasks, which can include developing softer skills or enhancing your maths, English and digital skills. Reviews are usually recorded and then stored on OneFile.

ONEFILE ONLINE COURSES
These online courses are designed to provide essential knowledge information to continue to stretch and challenge you throughout the apprenticeship. They are designed to be completed in your own time and will have knowledge checks for each. These courses can also contribute to your apprenticeship standard in conjunction with work set by your trainer. They will help build your knowledge and can expand your understanding of the industry, as well as contributing to your off the job training.

*Please note that any webinars, 1:1 meetings and progress reviews will be recorded, and securely saved and stored to your OneFile account, where only you, your manager and Step22 staff involved in your training can have access. These will not be shared outside of OneFile without your permission.

Group webinars will also be recorded and made available as a resource on OneFile. Other apprentices may access these files if they are unable to attend the live sessions.

SYSTEMS

OneFile is the e-portfolio for your Apprenticeship. This is where you will store your evidence, log your 20% off-the-job-training, and track your progress towards achievement. Gone are the days of ring binders and plastic wallets, this is your one stop shop for Apprenticeship programmes.

For the duration of your Apprenticeship, you will be given an Microsoft365 account, which provides you access to a wide range of Microsoft Office applications such as Outlook, Word, Excel and the Teams collaboration and communication tool. Teams will be integral to how you will engage and communicate with your trainer and take part in online webinars with other apprentices. You will be provided with a separate user guide to support you in setting this amazing tool up.

BKSB is a web based platform used to obtain initial assessments and diagnostic assessments on English and Maths which then provide an individual learning plan on how to fill learners' skills gaps. Our trainers use BKSB to support one-to-one learning to improve English and Maths skills no matter what apprentices previous achievements in these subjects are. Independent learning on BKSB is encouraged to allow apprentices to work at their own pace through learning resources, skills checks and revision scenarios.

StepUp your Learning is our own hospitality specialist learning platform. You will be given access to a number of modules to compliment your learning during your apprenticeship. Topics include Allergen Awareness; Food Safety; COSHH; Guest Excellence.

Next Steps...

Following successful completion of your apprenticeship, you will be able to progress to the following:
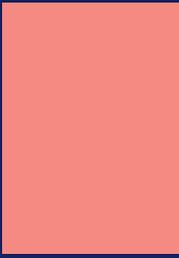
- Hospitality Manager Level 4

Interested?

If you are interested in starting your apprenticeship journey?
Please contact us at:
apprenticeships@step-22.co.uk

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