



## **Specification**

### **Level 2 Catering and Hospitality Foundation Apprenticeship v1.0**

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## Welcome to Innovate Awarding

Welcome to the Level 2 Catering and Hospitality Foundation Apprenticeship v1.0. Our Innovate Awarding Specifications are designed to ensure the employer, provider and apprentice have the appropriate support and guidance to allow successful completion of an apprenticeship, providing further confidence and assurance having chosen us as an Assessment Organisation.

We are an Ofqual approved Assessment Organisation (AO), experienced in operating within a regulated market. Driven by the employers we work in partnership with, we deliver qualifications and apprenticeships in the Health, Care, Education, Leadership, Management, Leisure, Customer Service, Creative, Hospitality, Retail, Transport and Logistics sectors.

Delivering an apprenticeship is an extremely rewarding role. We recognise the need for a clear specification, resources and support, so more valuable time can be spent delivering to an apprentice.

At Innovate Awarding we stand by our 'no surprises' approach to assessment, making an apprenticeship journey as simple as possible, ensuring the best chance of success for every apprentice who undertakes their assessment with us.

### About Innovate Awarding

We are an AO with a collaborative approach to doing business. We work with providers to deliver fit for purpose assessments for a wide range of apprenticeship Standards, certificating thousands of apprentices, continuing to learn and improve with each experience.

We have experienced and responsive teams to ensure the assessment experience is smooth and efficient, working closely with our provider partners.

Please see our website for the range of Standards we are approved to deliver:

<https://innovateawarding.org>

# The Apprenticeship Standard and Assessment Plan

An Apprenticeship Standard details technical knowledge, technical skills, and employability skills and behaviours (ESBs):

- **Technical Knowledge** – the information, detail, and 'know-how' that someone needs to have and understand.
- **Technical Skills** – the practical application of knowledge needed to undertake the role successfully. They are learnt through on and/or off-the-job training or experience.
- **Employability Skills and Behaviours** – mindsets, attitudes or approaches needed. Whilst these can be innate or instinctive, they can also be learnt and are transferable.

Apprenticeships are an invaluable tool for upskilling in areas that matter most to employers. They are a highly effective route to recruit and train future talent, address skills shortages and develop careers across core parts of the business.

The apprentice will typically spend eight months on-programme, working towards the Level 2 Foundation Apprenticeship Standard, combining practical training in a job with study. The extent of the on-programme time should be decided for each apprentice based on their prior learning, skills and experience. If employers are using this Standard for an existing employee, it is important to be aware that the role must represent new learning. Providers should support employers with this.

It is vital the apprentice is prepared and fully ready before they commence their assessment, which is detailed in the Assessment Plan.

## Summary of Assessment

An Apprenticeship Standard details the knowledge, skills and behaviours (KSBs) required to be occupationally competent:

|                                  |                                                                                                                    |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------|
| <b>Standard name</b>             | Catering and Hospitality Foundation Apprenticeship v1.0                                                            |
| <b>Level</b>                     | Level 2                                                                                                            |
| <b>Sector</b>                    | Catering and Hospitality                                                                                           |
| <b>Typical duration</b>          | Eight months                                                                                                       |
| <b>Minimum time on programme</b> | 187 hours                                                                                                          |
| <b>Assessment methods</b>        | <ul style="list-style-type: none"> <li>• Knowledge Test</li> <li>• Portfolio with questions and answers</li> </ul> |
| <b>Grading</b>                   | Pass/Fail                                                                                                          |

## The Apprentice

Catering and Hospitality assistants work in a range of hospitality settings, for example in hotels, holiday parks, restaurants, cafes, schools, hospitals and many other places where catering and hospitality takes place.

The broad purpose is to provide high quality hospitality services to customers. Daily duties will vary dependent on where they work and whether their work is focused on catering or food and beverage service.

This Foundation Apprenticeship is based on a range of different occupations. Training providers should ensure all of these occupations are covered when delivering the Technical Knowledge and Technical Skills so that the apprentices can have a broad range of experience in this sector.

Included occupations for this Foundation Apprenticeship:

- Food and Beverage Team Member
- Production Chef
- Commis Chef

## Off-the-Job Training

This Foundation Apprenticeship requires a minimum 187 hours off-the-job learning.

Off-the-job training is a statutory requirement for an English apprenticeship. It is training, which is received by the apprentice during the apprentice's normal working hours, for the purpose of achieving the knowledge, skills and behaviours of the approved apprenticeship the apprentice is completing.

It is an important aspect of apprenticeship training, as it gives the apprentice time to properly develop knowledge and skills from the programme.

Off-the-job training allows the apprentice to take full advantage of the programme, improving the return on investment in training costs for the employer. A developed and upskilled apprentice will lead to an increase in productivity, a clear benefit to the business.

Examples of off-the-job training include:

- Learning new skills at work through shadowing other members of the team, where this activity has been agreed and documented as part of the agreed training plan
- In-house training programmes relevant to the apprenticeship
- Coaching sessions
- Attendance at workshops, training days and webinars relevant to the apprenticeship
- Completion of online learning
- Self-study that includes reading or watching videos
- Training in new working practices or new equipment
- Role-playing or simulation exercises
- Industry visits/conferences relevant to apprenticeships
- Writing assessments, assignments and completing projects or activities
- Practical training or training in the workplace relevant to the apprenticeship

## Assessment

The apprentice may choose to end the assessment method early. The apprentice must be confident they have demonstrated competence against the assessment requirements for the assessment method.

The Independent Assessor must ensure the apprentice is fully aware of all assessment requirements.

The Independent Assessor cannot suggest or choose to end the assessment methods early, unless in an emergency.

The Independent Assessor is responsible for ensuring the apprentice understands the implications of ending an assessment early if they choose to do so. The Innovate Awarding Assessor may suggest the assessment continues. They must document the apprentice's request to end the assessment early.

### Assessment Method 1: Knowledge Test

The Knowledge Test consists of 20 multiple-choice questions and the apprentice will have 30 minutes to complete the test.

The Knowledge Test will take place online via our exam platform, Surpass.

The questions will be drawn from the knowledge and skills elements of the standard. The test is closed book which means that the apprentice cannot refer to reference books or materials.

The following knowledge statements will be assessed in this assessment:

- K9, K10, K11
- S9, S10

### Assessment Method 2: Practical Assessment through Portfolio of Evidence with Q&A

The Practical Assessment requires the apprentice to complete a Portfolio of Evidence demonstrating their competence against the technical knowledge and skills in the Foundation Apprenticeship standard. The Portfolio of Evidence will be assessed and then validated through a Question and Answer session. The Question and Answer session will be 30 minutes ( $\pm 10\%$ ), with a minimum of 8 questions, and follow-up questions if needed.

The following technical knowledge and technical skills will be assessed in this assessment:

- K1, K2, K3, K4, K5, K6, K7, K8
- S1, S2, S3, S4, S5, S6, S7, S8

The Portfolio of Evidence must give the apprentice the opportunity to demonstrate the practical application of the knowledge and skills they have acquired over the course of their training.

The Portfolio of Evidence can be submitted for assessment towards the end of the apprenticeship. However, the apprentice should start collecting their evidence for their portfolio during the apprenticeship.

The Portfolio of Evidence will be assessed by Innovate Awarding.

Portfolio of Evidence requirements:

- The apprentice must compile a portfolio of evidence during the apprenticeship
- It must contain evidence related to the technical knowledge and technical skills that will be assessed by the portfolio of evidence and Q&A
- The Portfolio of Evidence should contain a maximum of 20 discrete pieces of evidence
- Evidence of an observation must be included within this portfolio to cover the technical knowledge and skills
- Use the Portfolio of Evidence Locator to map the evidence against the technical knowledge and technical skills
- Evidence may be used to demonstrate more than one knowledge or skill; a holistic approach is recommended
- The evidence provided must be valid and attributable to the apprentice; the Portfolio of Evidence must contain a statement from the employer and apprentice confirming this
- The evidence should contain a maximum of three recordings, no longer than 10 minutes each

Evidence sources may include (but not limited to):

- Direct observation
- Witness statements
- Undertaking a set task in a simulated environment
- Direct assessment of materials generated during their training
- Projects
- Presentations

## **Employability Skills and Behaviours**

Employability skills and behaviours are highly transferable and universal across Foundation Apprenticeships. They support work-readiness.

Employability Skills and Behaviour statements are not formally assessed. However, employers need to confirm that they have been suitably demonstrated over the course of the Foundation Apprenticeship, before the final grade is awarded.

The employer confirmation of Employability Skills and Behaviours will need to be submitted to Innovate Awarding with the Portfolio of Evidence.

EB6 does not need to be confirmed by the employer but should form a key element of the apprentice's off-the-job training package.

### **Assessment Booking**

Assessments should be taken at the appropriate time for the apprentice to be able to demonstrate their knowledge and skills fully.

Please refer to the assessment booking process for further details.

### **Passing the Foundation Apprenticeship**

For an apprentice to pass their Foundation Apprenticeship they will need to demonstrate that they can reliably and effectively meet all the requirements in the technical knowledge, technical skills and employability skills and behaviours.

The Knowledge Test will be graded as a pass or fail.

The Portfolio of Evidence with Q&A will be graded as pass or fail. The purpose of the Question and Answer session that will follow the submission of the Portfolio of Evidence, is to validate the apprentice's evidence. If the evidence within the portfolio does not cover all of the K and S statements, those missing will also be covered in this session.

The overall grade for this apprenticeship will be pass or fail.

## Assessment Outcomes

The technical knowledge and technical skills statements have been split into the following Assessment Outcomes. This shows apprentices what they need to demonstrate to pass this foundation apprenticeship.

**AO1 Health, safety, compliance and inclusion** – Demonstrates understanding of, and compliance with, legal, regulatory and policy requirements including food safety and inclusion.

**AO2 Catering Skills** – Demonstrates knowledge and skills essential to working as part of a team to deliver catering services to business standards including food production and sustainable stock use.

**AO3 Customer Experience and Communication** – Demonstrates technical knowledge and skills in software development, including supporting users and working with stakeholders.

## Technical Knowledge and Technical Skills

| Multiple Choice Test                                                                                                                 |                    |
|--------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| Knowledge Criteria                                                                                                                   | Assessment Outcome |
| <b>K9</b> Legislation and organisational policies relating to equity, diversity, and inclusion in the workplace relevant to own role | AO1                |
| <b>K10</b> Health and safety legislation, regulations, guidelines, and procedures relevant to own role                               | AO1                |
| <b>K11</b> Food safety, allergen, and hygiene legislation and procedures relevant to own role                                        | AO1                |
| Skills Criteria                                                                                                                      | Assessment Outcome |
| <b>S9</b> Complies with health and safety legislation, regulations, guidelines, and procedures relevant to own role                  | AO1                |
| <b>S10</b> Applies food safety, hygiene and allergen handling techniques relevant to own role                                        | AO1                |

| Theme: Catering Skills                                                                                                                        |                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| Knowledge Criteria                                                                                                                            | Assessment Outcome |
| <b>K1</b> Correct knife, equipment, or technology for task and how to use effectively and efficiently                                         | A02                |
| <b>K2</b> Quality indicators in and seasonality of ingredients                                                                                | A02                |
| <b>K3</b> Methods of producing dishes to business standards                                                                                   | A02                |
| <b>K4</b> Methods of weighing, measuring, and scaling                                                                                         | A02                |
| <b>K5</b> Sustainable stock use and rotation methods that minimise waste                                                                      | A02                |
| Skills Criteria                                                                                                                               | Assessment Outcome |
| <b>S1</b> Selects correct knife, equipment, or technology for task                                                                            | A02                |
| <b>S2</b> Uses knives, equipment or technology effectively and efficiently                                                                    | A02                |
| <b>S3</b> Contributes to the production of dishes to business standards as part of a team                                                     | A02                |
| <b>S4</b> Weighs, measures, and scales ingredients                                                                                            | A02                |
| <b>S5</b> Undertakes sustainable stock use, storage, and rotation under supervision                                                           | A02                |
| Theme: Customer Experience and Communication                                                                                                  |                    |
| Knowledge Criteria                                                                                                                            | Assessment Outcome |
| <b>K6</b> Business standards for the service of food and beverages                                                                            | A03                |
| <b>K7</b> Methods of communication with customers and how to tailor communication to different situations and customer needs                  | A03                |
| <b>K8</b> Methods of dealing with or escalating feedback, complaints or issues that impact service to maintain a positive customer experience | A03                |
| Skills Criteria                                                                                                                               | Assessment Outcome |
| <b>S6</b> Serves food and beverages to individual business standards as part of a team                                                        | A03                |
| <b>S7</b> Tailors communication techniques to meet customer needs and build rapport                                                           | A03                |
| <b>S8</b> Deals with or escalates issues that impact service and customer experience, and implements any instructions given by supervisor     | A03                |

## Employability Skills and Behaviours

| Employability Skills and Behaviours                                                                  |
|------------------------------------------------------------------------------------------------------|
| <b>EB1:</b> Communicate and share information using verbal, non-verbal, written and digital methods. |
| <b>EB2:</b> Act in a professional manner including good time keeping and conduct.                    |
| <b>EB3:</b> Apply new learning and feedback to everyday practice.                                    |
| <b>EB4:</b> Complete own work tasks and ask for help when needed.                                    |
| <b>EB5:</b> Work with colleagues to contribute to team outcomes.                                     |
| <b>EB6:</b> Seek ways to manage own financial, health and wellbeing needs using available resources. |
| <b>EB7:</b> Overcome challenges and adapt to changes at work.                                        |
| <b>EB8:</b> Work in line with health, safety and environmental requirements.                         |

EB6 does not need to be confirmed by the employer but should form a key element of the apprentice's off-the-job training package.

## **Annex 1: Apprenticeship Details and Assessment Plan**

The apprenticeship details and assessment plan can be accessed by following this link:

<https://skillsengland.education.gov.uk/foundation-apprenticeships/FA0008>

**Level 2 Catering and Hospitality Foundation Apprenticeship**

**FA0008**

**Version 1.0**

**Route: Catering and Hospitality**

**EQA Organisation: Ofqual**

## Annex 2: Additional Information

### Results and Certifications

All final assessment component results are published on Proficient within **ten working days** of the assessment taking place.

We will submit a certificate claim with the DfE within 15 working days after the final result has been uploaded to Proficient. The DfE will send the certificate directly to the employer.

For replacement certificates a request must be emailed to [epa@innovateawarding.org](mailto:epa@innovateawarding.org). Within two days of receiving the email, a replacement certificate will be requested from the DfE.

### Re-sits

An apprentice who fails an assessment method, will be required to re-sit the failed assessment method only.

Apprentices should have a supportive action plan to prepare for the re-sit.

### Reasonable Adjustments, Special Considerations and Appeals

Information on reasonable adjustments, special considerations and the appeals process can be accessed by using this link:

[Policies Procedures](#)

### Support Materials

All the support materials for this apprenticeship can be found on Proficient.

### Use of Artificial Intelligence (AI) and Referencing

Apprentice submissions as part of their portfolio of evidence must be produced by themselves. Correctly cited quotes can be used to enhance and support the document, but the document itself must be the apprentice's own work and not

generated by AI. If you are using AI to amend your own words, then these are no longer your own words and this becomes plagiarism.

Innovate Awarding expects all forms of plagiarism to be treated very seriously by staff at centres, and centres should have in place their own plagiarism policy and process for handling suspected cases of plagiarism.

## **English and Maths Qualifications**

Apprentices must follow the English and Maths formal qualification requirements as set out in the Department for Education Apprenticeship funding rules.

## Annex 3: Version Record

Innovate Awarding continuously review all support material to ensure its accuracy. All amendments will be recorded in the Version Record.

| Version Number | Effective From | Reason for Change | Location |
|----------------|----------------|-------------------|----------|
|                |                |                   |          |
|                |                |                   |          |

Please ensure that you use the current version.

All enquiries relating to the version change of the document should be directed to [epa@innovateawarding.org](mailto:epa@innovateawarding.org)