



Learn
PLUS US

Level 2

**Hospitality Team
Member**

Apprenticeship

LEARN | ACHIEVE | EXCEL

LEARNPLUSUS.CO.UK

Who we are

LEARN, ACHIEVE, EXCEL WITH LEARN PLUS US

We deliver a range of training services to help people achieve their personal, employment and business goals.

Learn Plus Us (LPU) is an Ofsted GOOD grade 2 apprenticeship and skills training provider, approved by the Education and Skills Funding Agency (an agency within the Department for Education) to deliver apprenticeships and work-based learning in England. Incorporated in 2003, by 2009 we'd started delivering apprenticeships and today we work across four sectors: Early Years and Residential Childcare, Catering and Hospitality, Housing and Property, and Business Services. During this time we've built an established reputation as a reliable and quality-driven training provider based in North London, but working nationally across England.

Did you know that we have a wraparound support service at LPU? We provide a highly responsive and personalised range of interventions to meet the specific needs of individuals.

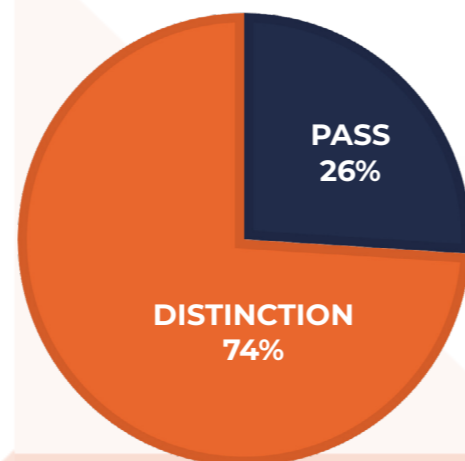
“Staff support learners and apprentices well, including those who need extra help to achieve. Learners and apprentices have frequent opportunities to discuss with their tutors any concerns that may impact on their ability to achieve their apprenticeship. This includes providing additional learning support, referring individuals for external specialist support, or providing helpful strategies to use in the workplace for those who may experience anxiety.”

EXTRACT FROM OFSTED REPORT PUBLISHED MAY 2024

END POINT ASSESSMENT RESULTS 2023/24

We are very proud of our 2023/24 cohort of apprentices who sat their End Point Assessments and achieved these amazing results.

Stick with us and you won't fail; our failure rate is zero. However as an apprentice undertaking a Hospitality apprenticeship programme with us, you'll have a 74% chance of achieving the top grade of Distinction.



OUR PURPOSE

Our Purpose is to empower the individuals, employers and communities we work with every day, to learn, achieve and excel.

OUR VALUES

In tandem with the Values upheld by the Angus Knight Group, our Values are a set of principles that reinforce our commitment to excellence, integrity and inclusivity. Our Values are a compass that guides us in our daily interactions and decision making processes.



WE ARE PRINCIPLED



WE KEEP OUR PROMISES



WE ACHIEVE TOGETHER



WE RESPECT AND VALUE ALL PEOPLE

We are committed to the welfare and holistic development of our learners. This includes those who have not had opportunities to achieve their educational goals and those who aspire to pursue new career opportunities. It is this focus that guides our business from the strategic decisions we make through to the day-to-day support we provide to our staff, learners, and employers.

We are passionate about the Hospitality sector, we understand how important the sector is to local communities and the wider economy. It's a privilege for us to be the trusted training provider for so many and varied catering and hospitality establishments. We are focussed on high quality training and the delivery of effective careers information, advice and guidance, to help individuals plan their careers and businesses to thrive. All staff at LPU strive to create an environment that is both nurturing and challenging so that learners can discover their own unique way of learning whilst gaining the confidence and life skills to succeed. Follow us on social media to keep up to date with our current news and offers.

We hope you'll be more than happy with the service and impact from our courses. Please take the time to view our [Google](#) & [TrustPilot](#) pages to hear the views and experiences of others Hospitality employers we have worked with.

Hospitality Team Member

LEVEL 2

A hospitality team member can work in a range of establishments, for example bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. The role is very varied and although hospitality team members tend to specialise in an area, they have to be adaptable and ready to support team members across the business, for example during busy periods.

The most important part of the role is developing fantastic 'hospitality' skills and knowledge such as recognising customer needs, knowing how to match them to the products and services of the business, and working as part of a team to ensure that every customer, whether they are eating in a restaurant, drinking cocktails in a bar, ordering room service in a hotel or attending a business conference, feels welcomed and looked after.

Alongside their core programme of hospitality knowledge, customer service and first line management, the apprentice will also select a specialist route based around their specific business:

- Food and Beverage Service
- Alcoholic Beverage (beer, Wine, or Cocktails) Service
- Barista
- Concierge and Guest Services
- Housekeeping
- Reception
- Reservations
- Conference and Event Operations



Enrolment Timeline

Learn Plus Us 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, anyone wishing to enrol on one of our apprenticeship programmes must complete the following steps to confirm eligibility:

Potential apprentices will have a friendly conversation with a member of our Client Engagement Team to explore their eligibility for apprenticeship funding. We'll chat about their current job role, future aspirations, and give them a brief introduction to what apprenticeships are all about. Together with the employer, we'll recommend an apprenticeship programme that's a perfect fit.

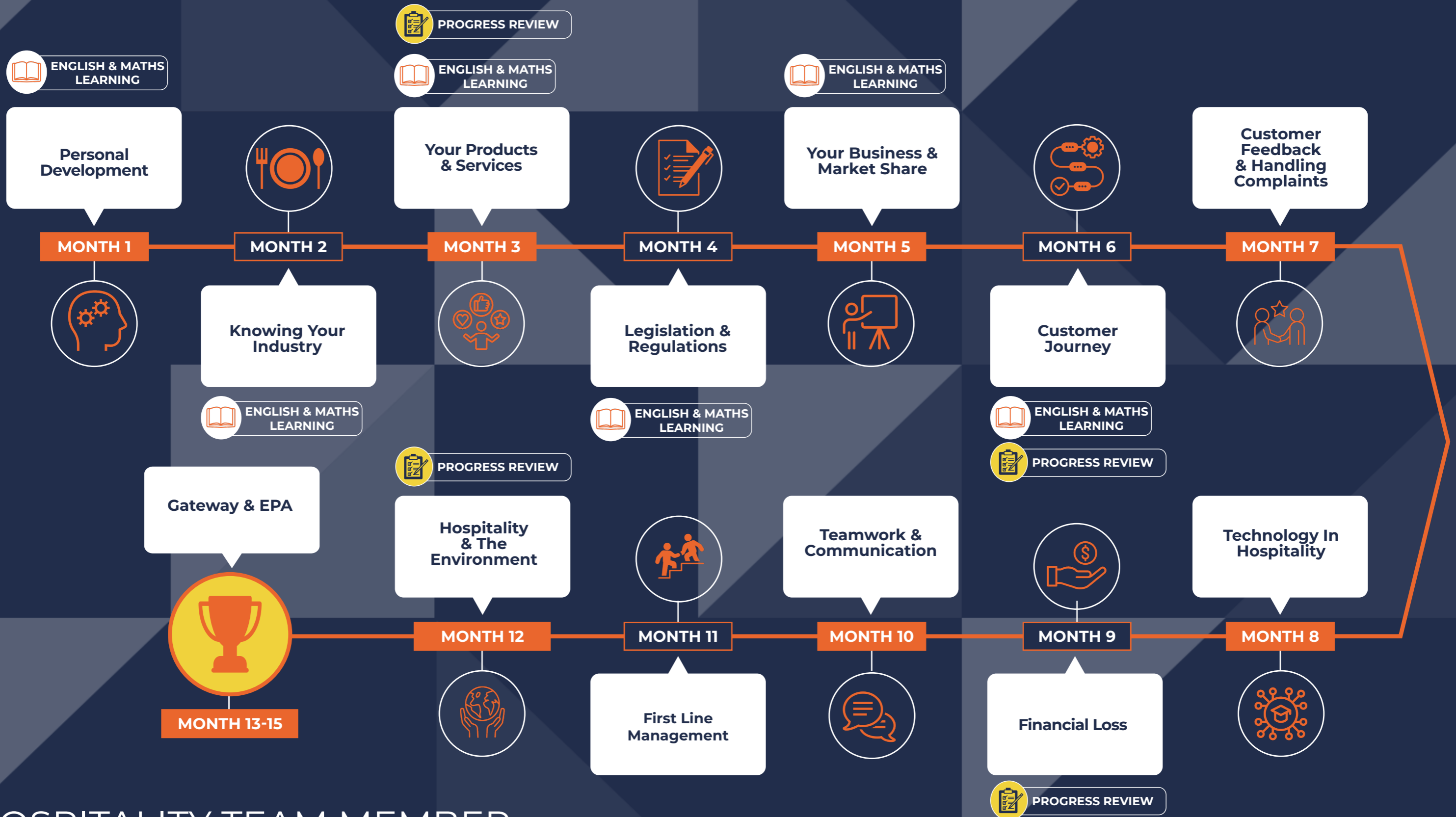
Once everyone is on board with the chosen apprenticeship, we'll schedule an hour-long Information, Advice & Guidance (IAG) session with a member of our Learner Engagement Team. Before the session, the potential apprentice will receive an email with a few simple tasks to complete, including a Suitability Questionnaire and initial assessments for Maths and English using our dedicated NCFE Skills Builder platform. The IAG session will then help confirm the apprenticeship's suitability and eligibility, review the completed enrolment tasks, and provide a detailed outline of the apprenticeship, including Functional Skills, Off-The-Job Training, and the End Point Assessment.

After the IAG session, the potential apprentice will receive a follow-up email summarising the information they've received and outlining the next steps to finalise their enrolment. Once everything is in place, we'll arrange a 90-minute First Day of Teaching & Learning (FDTL) session. Before this session, we'll create and share a personalised training plan with the apprentice and their employer. This plan will confirm the start and end dates of the apprenticeship, detail all the learning modules, the expected hours, and the chosen End Point Assessment Organisation (EPAO).

From the planned start date, the learning journey will begin, with the apprentice being supported every step of the way by one of our highly skilled tutors. We're committed to helping them **learn, achieve, and excel** throughout their apprenticeship and beyond.



Apprenticeship Journey (example)



HOSPITALITY TEAM MEMBER (LEVEL 2)

These learning topics will be delivered via webinar sessions with your tutor. They will be via the Microsoft Teams platform and will be a maximum of two hours.

END POINT ASSESSMENT INFORMATION

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 day and the apprentice, employer and training provider feel the apprentice is ready for their EPA. The gateway period is dependent on the chosen EPAO and the standard being studied, and this allows the apprentice to prepare and agree a date with the EPAO to when the assessments will take place.

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

English and Maths at Level 1 (or equivalent) must be achieved

Completion of knowledge, skills and behaviours

Minimum off the job training recorded

Gateway declaration signed by apprentice, line manager and apprenticeship tutor



WHAT IS END POINT ASSESSMENT?

End Point Assessment (EPA) is the final stage of an apprenticeship and it is made up of a range of synoptic assessments which are completed at the end of the apprentice's learning, 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. Once the apprentice has completed all of their assessments, they will be awarded an overall grade (depending on the apprenticeship programme). This will either be **Fail, Pass or Distinction**.

Assessments which form EPA activities – Hospitality Team Member Level 2

Knowledge Test	90-minute test
Practical Observation	120-minute observation of apprentice duties
Business Project	800-1,200 words
Professional Discussion and Business Project Presentation	40-minutes



DELIVERY



WEBINARS

Delivered via the Microsoft Teams platform for a maximum of 2 hours. They may be delivered on an individual basis or with a group of apprentices. The tutor will deliver a session on a particular topic and you will have the opportunity to have input through discussion using the in-platform chat facility. These webinars count towards your off the job training and will also provide you with tasks to complete for your apprenticeship learning.



1:1 SESSIONS

Either face to face or remote via Microsoft Teams. This is dedicated time with your tutor to discuss your progress and any areas where you may feel you need extra support or guidance. Your tutor 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 tutor can also guide you towards additional resources to stretch your knowledge and understanding of relevant topics. Off the job training is reviewed to make sure you are on track to meet the minimum 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 12 weeks and is intended to provide an update on progress towards completion of your apprenticeship. Your manager will provide input in order to make sure that the apprenticeship is meeting the needs of your employer and that you are gaining the knowledge, skills and behaviours to improve your working practices. Targets will be set for completion of varying tasks including; developing softer skills or enhancing your maths, English or digital skills. Reviews are usually recorded and then stored on OneFile.



ONEFILE ONLINE COURSES

These online courses are designed to provide essential information to continue to stretch and challenge you throughout the apprenticeship. These courses can also contribute to your apprenticeship standard in conjunction with work set by your tutor. 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 Learn Plus Us staff involved in your training have access. These will not be shared outside of OneFile without your permission. Group webinars will also be recorded.

ESOL SUPPORT



“Teaching for me is not just a job – it is a vocation, a mission, a quest. There is no bigger reward, in my opinion, than that of seeing your learners progress and achieve their goals!”

Ava, Senior ESOL tutor

At Learn Plus Us we are proud to have a highly skilled and dedicated ESOL team who are experienced at adapting their teaching to meet the specific English language needs for learners. Whilst we offer ESOL for Work courses separately to apprenticeship delivery, we do provide the option for apprentices to access ESOL support during their apprenticeship should they need it. We also offer in-house learning support for those with other additional learning needs or barriers to learning.

SYSTEMS

OneFile is the e-portfolio for your Apprenticeship. This is where you will store your evidence, log your 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.



NCFE Skills Builder is a comprehensive initial assessment and diagnostic solution. It enables you to develop your learners' skills with industry-leading assessments and access to the highest quality curriculum, while collecting the data and evidence needed to demonstrate compliance and learner progression.



NEXT STEPS

Following successful completion of your apprenticeship, you will be able to progress to the following:

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.



INTERESTED?

If you are interested in starting your apprenticeship journey, please contact us at sales@learnplusus.co.uk.

Learn Plus Us

Head Office

North London Business Park
Oakleigh Road South, New Southgate
London, N11 1GN

Tel: 020 8444 4304
learnplusus.co.uk

Find @learnplusus on LinkedIn, Twitter,
Instagram, and Facebook



Education & Skills
Funding Agency



Apprenticeships



Department
for Education

