



BII Level 2 Apprenticeship in Licensed Hospitality

the training solution for your company

Apprenticeships are the key tool for the government in raising skills levels in the workforce.

In the licensed hospitality industry, increasing numbers of businesses, training managers and employees themselves have been clamouring for a framework that meets their needs for better training in customer service, technical knowledge and practical skills.

The aim of this framework is to develop the skills, knowledge and understanding to work in the licensed hospitality industry.

Together we aim to:

- Professionalise the licensed hospitality industry
- Offer a viable career progression route built around industry related qualifications
- Increase staff retention and contribute to the recruitment of motivated staff
- To have a positive impact on the public image of the licensed hospitality industry.

Why apprentices?

In the current economic climate, finding and keeping skilled people is crucial. Employers, training organisations and government are supporting a big expansion in the number of apprentices training in British industry. And it is working. A recent survey of businesses found that:

- 81% said that employing apprentices generated higher overall productivity for their company.
- 66% said that their Apprenticeship programme made them more competitive in their industry.
- 92% said that Apprenticeship programmes better motivated staff and increased job satisfaction.
- 74% said that apprentices tended to be more loyal, remaining at their company longer than non apprentices.

The licensed hospitality sector already trains thousands of new recruits and existing employees every year.

In 2010, Charnwood was recognised as the Next Generations learning provider for Hospitality and have supported over 5000 Learners and up to 2000 Employers with personal and professional development whilst the BiiAB awards over 130,000 qualifications per year with the Award for Personal License Holders (APLH) being renowned as industry standard.

The new Apprenticeship programme will allow employees and employers to draw together all of the training and qualifications that they use into a consolidated award that will have currency across our industry and in wider workforce training.

The coalition government has committed itself to getting more apprentices throughout industry – and in a difficult economic climate, it is one of the few areas where the government investing money.

Who is it aimed at?

Bii's new Apprenticeship programme can be used by employers with existing employees; new recruits; or with people you think are long-term prospects for your business, with an eventual managerial role.

We are currently offering apprenticeships at Level 2 – which means for staff working at a daily operational level. But Bii will be launching a Level 3 Apprenticeship, for higher level skills and management, later in 2011, as a natural progression for employees wishing to move on and stay in the sector.



Whats involved?

A Intermediate level Apprenticeship consists of 4 elements:

- A technical certificate
- A competence based qualification
- Functional or key skills qualifications in English and Maths
- Employment rights and responsibilities (ERR)

The functional skills and ERR elements are embedded in the technical and competence training. However, short separate assessments are required for the functional skills.

Level 2 Certificate in Licensed Hospitality Skills (29 credits or 228-277 GLH)

Consisting of:

A Mandatory Group – All 4 units

Maintenance of a safe, hygienic and secure working environment

Working effectively as part of a hospitality team

Serve alcoholic and soft drinks

Maintain and deal with payments

A1 Optional Group 1- Minimum 2 units (8 Credits)

Order stock

Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism sector*

Prepare and clear the bar area

Prepare and clear areas for drinks service

Promote additional services or products to customers

Emergency First Aid skills

*Must be taken as part of the apprenticeship qualification

A2 Optional Group 2 – Minimum 2 units (6 Credits)

Maintain cellars and kegs

Clean drink dispense lines

Prepare and serve wines

Prepare and serve cocktails

Cooking Practice

Barista skills

Level 2 Certificate in Licensed Hospitality Operations (13 credits or 117-127 GLH)

A Mandatory Group – All 8 units

Personal Licence Holders

Food safety in Catering

Health and safety in the workplace

Licensed Retail operations

Alcohol Awareness

Conflict Management

Drugs awareness

Customer service principles

A1 Optional Group 1- Minimum 2 units (3 credits)

Beer and cellar quality

Essentials of Catering

Cooking Theory

Merchandising

Delivery

Delivery is designed to allow most learning, training and assessing to occur in the workplace. This will rely on significant manager/supervisor support; much of which you as employer are already giving.

Delivery options allow for you to work in partnership with Charnwood training group with distance support, by computer, phone or other means. Smart ways of learning can be adapted to each individual and we have materials available that map against the component qualifications, including interactive books that can be completed both in conjunction with the manager and in their apprentices own time.

Companies can also map their own materials and training against the specifications to ensure that achievement of the apprenticeship is as straightforward as possible.

Assessment

All units of the technical certificate are available on the BiiAB question mark system, thus allowing learners when ready to take applicable multiple choice examinations relevant to the unit. Once all of the multiple choice examinations have been completed the technical certificate can be awarded.

Assessment of the competence based qualification is by way of assessor sign off of performance. This can be done by the manager or supervisor, providing they are occupationally competent in the subject area.

It can also be carried out by Charnwoods training officers. The activities themselves are routine operations that you carry out with staff; the apprenticeship programme brings this on-the-job training together to demonstrate that an individual has gained the skills required. So there are some, not many, additional requirements for the manager.

Managing the process

BiiAB has developed with its partner centres a simple online methodology for recognising learning and achievement. It effectively reduces the time that apprentices spend away from the business; and cuts the amount of paperwork and reporting activity needed.

How long does it take?

The length of an Apprenticeship varies depending on prior skills levels of the apprentice, the qualification being obtained and industry sector. Bii estimates that it will take between 6 – 12 months to complete the Level 2 apprenticeship award. nearly all of this time can be spent at work.

How much does it cost?

From our research with employers in the licensed hospitality sector, most apprentices will be drawn from your existing employees.

Like all employees, apprentices must still receive a wage. The minimum wage for apprentices is £95 a week.

However, as skills develop, many employers tend to increase wages – in fact, research has found that apprentices earn an average of £170 net pay per week.

- Managers currently working on apprenticeships estimates that it takes an additional hour a week
- Smart ways of learning can be adapted to each individual
- We'll help you through it, and make it as easy and painless a process as possible