



Hospitality & Catering Apprenticeship Factsheet

Please note that Apprenticeship and Advanced Apprenticeship are also available in CUSTOMER SERVICE or there could be a FOOD SERVICE or BAR option within the NVQs gained. Your job role will determine the exact units you complete.

Programme	Who is it for?	What is Gained?	Who is Involved?	Content	Time Needed
NVQ Level 4 Management (optional)	CATERER / CATERING MANAGER	<ul style="list-style-type: none"> NVQ 4 Management Evidence must show responsibility for resources, staffing, finance, planning 	PGL Head Office Assessors may support	<ul style="list-style-type: none"> Build a portfolio of evidence: staff requirements, financial audits, inspection reports, meeting minutes, reflective reports on your performance 	<ul style="list-style-type: none"> Might take two years This is a nationally-recognised qualification
Level 3 Advanced Apprenticeship (optional)	HEAD CHEF / CATERER	<ul style="list-style-type: none"> NVQ 3 Hospitality Supervision (Supervising staff, organising resources, ensuring health, safety and hygiene, ensuring food production, dealing with customer problems – optional units may vary the exact content) Application of Number Level 2 Communication Level 2 Knowledge of Employment rights, legislation, industry and PGL Level 3 Food safety, Level 2 Health and Safety are not required, although they are planned for 2007 	<p>Must be applied for, and options discussed with training officers</p> <p>Delivered by HQ Trainers</p> <p>Assessors (HQ or centre based) assess performance</p>	<ul style="list-style-type: none"> NVQ: portfolio of evidence containing (for example) staff rotas, health and safety checks, menus you've written, question papers Application of Number (AON): pass a multi-choice test, complete a project Communication (COMM): pass a multi-choice test, complete a portfolio containing two pieces of written work and observations of your communication skills Employment Responsibility & Rights (ERR): portfolio of tasks and questions Food safety: course is delivered which includes: legislation, bacterial growth conditions, cleaning, Care of Substances Hazardous to Health (COSHH), temperature control, assured safe catering procedures, training requirements Health and safety: course delivered which includes: legislation, manual handling, fire safety, training needs, fire safety, risk assessment 	<ul style="list-style-type: none"> NVQ: Approx 18 months, supported by HQ trainers Requires commitment through the season to collect products of work, collate evidence, complete assignments Application of Number: 1 hour test Communication: 1 hour test ERR: about 5 days of work Food Safety: a 3-day course, test is 2 hour written exam Health and safety: a one day course, multi choice test.
Level 2 Apprenticeship (optional)	CHEF / COOK	<ul style="list-style-type: none"> NVQ 2 Food Processing and Cooking (Hygiene, safety, preparation and cooking techniques, presentation, ordering, customer service - optional units may vary the exact content) Application of Number Level 1 Communication Level 1 Knowledge of Employment rights, legislation, industry and PGL Level 3 Food Safety, and Level 2 Health and Safety are not required, although they are planned for 2007 	<p>Line managers support evidence gathering opportunities</p>	<ul style="list-style-type: none"> NVQ: portfolio of evidence such as recipes, temperature records, maintenance logs, observations by your assessor, question papers. Things you'll need to be able to produce may include: minced beef lasagne, roast meats, vegetable bakes, chicken and mushroom pie, apple crumble. AON : pass a multi choice test, complete a project COMM: pass a multi choice test, complete a portfolio containing evidence of your communication skills, including two written pieces of work Health and Safety as above Food Safety: course includes legislation, bacterial growth conditions, cleaning, temperature control, personal hygiene 	<ul style="list-style-type: none"> NVQ: approx 12 months, supported by HQ trainers Requires commitment through the season to collect products of work, recipes, assessments of performance AON, COMM, ERR, Health and safety as above Food Safety, 1 day course, multi choice test
Level 1 Apprenticeship (mandatory)	ASSISTANTS (Inc Level 2 or 3 Apprentices who do both Levels concurrently)	<ul style="list-style-type: none"> Basic skills in the workplace – hygiene, food preparation, cleanliness, customer service, teamwork Performance reviews Further training can be carried out and recorded OCN certificate, if successful PGL certificate in Food Hygiene 	Line Manager	<ul style="list-style-type: none"> Trained and monitored by line manager in all aspects of your role 	<ul style="list-style-type: none"> Covers legal requirements for training, monitoring and hygiene. All staff must complete this Level. Carried out as part of your usual duties; no additional work is required