
APPRENTICESHIP STANDARDS GUIDE 2025



01276 469 020

www.straighta.co.uk

info@straighta.co.uk



CONTENTS PAGE

Level 2

Commis Chef P1
Production Chef P2
Food and Beverage Team Member P3
Customer Service Practitioner P4
Facilities Services Operative P5
Hospitality Accommodation Team Member P6

Level 3

Business Administrator P7
Pastry Chef P8
Chef De Partie P9
Senior Production Chef P10
Hospitality Supervisor P11
Customer Service Specialist P12
Facilities Management Supervisor P13
Multi-Channel Marketer P14
Content Creator P15
Event Assistant P16
Team Leader P17
Learning & Development Practitioner P18
Outdoor Activity Instructor P19
Safeguarding Support Officer P20

Level 4

Hospitality Manager P21
Facilities Manager P22

Level 5

Operations Manager P23
Learning and Development Consultant Business Partner P24

COMMIS CHEF

LEVEL 2



Overview

This apprenticeship programme has been designed for individuals who are responsible for preparing food and carrying out basic cooking tasks in every section of a kitchen under the supervision of a senior chef. The standard is based on short and concise professional standards that have been set by employers.

Role profile

A commis chef is a common starting position in many kitchens and, in principle, the most junior culinary role. The primary objective of the commis chef is to learn and understand how to carry out the basic functions in every section of the kitchen. The learning journey of a chef will vary considerably depending on the needs of individuals and organisations; however, it is necessary to understand and have experience in the basics that this role provides in order to progress to any future senior chef role.

End Point Assessment

It is essential to gain the minimum marks in all three assessment methods. Successful apprentices will gain a pass or distinction.

ON DEMAND TEST
75 minute multiple-choice test.

**PRACTICAL
ASSESSMENT
WITH QUESTIONS**
3 hour workplace observation.

**PROFESSIONAL
DISCUSSION**
60 minute discussion underpinned by a portfolio of evidence.

PRODUCTION CHEF

LEVEL 2



Overview

This apprenticeship program has been designed for individuals working within a professional kitchen environment who are looking to develop their skills, knowledge, and behaviours in regard to kitchen operations.

Role profile

It is the role of a production chef to work as part of a team in time-bound and often challenging kitchen environments, for example; schools, hospitals, the Armed Forces, care homes, and high street casual dining or pub kitchens. They report to the Senior Production chef or appropriate line manager. Production chefs are likely to work with centrally developed standardised recipes and menus, producing food often in high volumes. Production chefs apply highly methodical organisational skills, energy, accuracy, and attention to detail and are mindful of the importance of sustainability and protecting the environment.

End Point Assessment

**It is essential to gain the minimum marks in both assessment methods.
Successful apprentices will gain a pass, merit or distinction.**

OBSERVATION WITH QUESTIONS

2.5 hour
observation with
questions in the
workplace.

INTERVIEW UNDERPINNED BY A PORTFOLIO OF EVIDENCE

60 minutes focusing
on a minimum of 2
cooking techniques.

FOOD AND BEVERAGE TEAM MEMBER



LEVEL 2

Overview

This apprenticeship program has been designed for individuals carrying out a range of general and specialist roles within hospitality businesses, including bars, cafes, conference centres, restaurants and hotels.

Role profile

This occupation is found in a large range of sectors across the hospitality industry, one of the most diverse industries globally. Employers range from small to large. Food and Beverage team members work in a range of establishments including restaurants, cafes, counter service, licensed premises, casinos, and coffee shops. The broad purpose of the occupation is to assemble and serve a range of food and beverages to customers, ensuring a seamless and quality customer experience. General duties include making beverages such as cocktails, coffees and other drinks, serving food and beverages, managing bookings, greeting and serving customers, promoting items, managing groups of customers, taking payments and resolving any issues or complaints.

End Point Assessment

It is essential to gain the minimum marks in both assessment methods.
Successful apprentices will gain a pass, merit or distinction.

OBSERVATION WITH QUESTIONS

2 hour observation
with questions in
the workplace.

INTERVIEW UNDERPINNED BY A PORTFOLIO OF EVIDENCE.

12 month practical learning period
£6k government capping band

CUSTOMER SERVICE PRACTITIONER

LEVEL 2

Overview

This apprenticeship programme has been designed for individuals working within a customer service environment at the operative level. This standard has been developed to instil excellence in customer service skills and behaviours across all areas of an organisation and to develop the individual's product and/or service knowledge to deliver a seamless service to customers.

Role profile

The role of a customer service practitioner is to deliver high-quality services and products to their organisation's customer base, ensuring that the needs of customers are satisfied. Their aim is to provide excellent customer service and promote customer-focused behaviours throughout the organisation they work for. The role requires apprentices to perform a range of service delivery functions, including dealing with orders, payments, offering advice and guidance, problem resolution, aftercare and service recovery.

End Point Assessment

It is essential to gain the minimum marks in all three assessment methods. Successful apprentices will gain a pass or distinction.

PORTFOLIO SHOWCASE

Submission of an online portfolio.

PRACTICAL OBSERVATION

Workplace observation.

PROFESSIONAL DISCUSSION

40 minute structured meeting.

FACILITIES SERVICES OPERATIVE

LEVEL 2

Overview

This apprenticeship programme has been designed for individuals who are responsible for providing facilities services support to customers and facilities management departments.



Role profile

Facilities Services Operative is a broad description of someone who provides facilities services support to customers and facilities management departments. This may include services such as security and supporting hard facilities management functions. This role could be found working in a range of environments e.g. in an office and/or on-site, for example, in residential developments and commercial properties, hospitals, schools or retail centres and industrial locations.

Mandatory qualification: level 2 certificate in facilities services principles.

End Point Assessment

It is essential to gain the minimum marks in all three assessment methods. Successful apprentices will gain a pass or merit.

ON-DEMAND TEST

40 minute multiple
choice test.

PRACTICAL OBSERVATION

2 hour workplace
observation with
questions.

PROFESSIONAL DISCUSSION

60 minute
discussion
underpinned by a
portfolio.

HOSPITALITY ACCOMMODATION TEAM MEMBER



LEVEL 2

Overview

This apprenticeship programme has been designed for individuals in hotels, inns, holiday parks, B&Bs, restaurants or pubs with rooms, and other hospitality accommodation businesses offering accommodation to paying guests. Hospitality Accommodation Team Member is a multi-skilled occupation, working across front of house roles in dining and bar services, reception and housekeeping.

Role profile

A Hospitality Accommodation Team Member delivers a range of guest focused services including dining and bar, reception, and housekeeping. Hospitality Accommodation team members move between departments gaining broad based knowledge, skills and experience in the typical operations of hotels, holiday parks and other hospitality businesses offering accommodation to paying guests. Hospitality Accommodation Team Members are responsible for the smooth operation of the business, working or sharing information cross-departmentally in order to deliver all the services that make up the guest experience.

End Point Assessment

**It is essential to gain the minimum marks in both assessment methods.
Successful apprentices will gain a pass, merit or distinction**

OBSERVATION WITH QUESTIONS

2 hour observation
with questions in
the workplace.

INTERVIEW UNDERPINNED BY A PORTFOLIO OF EVIDENCE.

BUSINESS ADMINISTRATOR

LEVEL 3



Overview

This apprenticeship program has been designed for individuals who have a highly transferable set of knowledge, skills, and behaviors that can be applied in all sectors. This includes micro and international businesses alike and across the private, public, and not-for-profit sectors.

Role profile

The role of a business administrator may involve working independently or as part of a team and will involve developing, implementing, maintaining, and improving administrative services. Business administrators develop key skills and behaviors to support their own progression toward management responsibilities.

Business administrators are expected to deliver their responsibilities efficiently and with integrity, whilst demonstrating a positive attitude. The role involves demonstrating strong communication skills and adopting a proactive approach to developing skills.

End Point Assessment

It is essential to gain the minimum marks in all three assessment methods. Successful apprentices will gain a pass or distinction.

ON-DEMAND TEST

60 minute multiple-choice test.

PROJECT PRESENTATION

30 minute business improvement project presentation.

PORTFOLIO BASED INTERVIEW

30-45 minute portfolio based interview.

PASTRY CHEF

LEVEL 3



Overview

The broad purpose of the occupation is to plan, prepare and produce complex, refined patisserie in a variety of establishments. Pastry Chefs will plan, prepare, cook and finish advanced patisserie, using a range of refined techniques, tools and specialist equipment.

Role profile

All Pastry Chefs will demonstrate expertise in a range of pastry activities producing a wide range of refined products and will be required to have excellent skills in following recipes, attention to detail, and knowledge of food production methods. In their daily work, a pastry chef interacts with internal customers, such as staff from across the wider organisation, other chefs, pastry chefs, bakers, junior members of the kitchen and people from other teams and functions.

End Point Assessment

It is essential to gain the minimum marks in all three assessment methods. Successful apprentices will gain a pass or distinction.

**SIMULATED
PRACTICAL
ASSESSMENT WITH
QUESTIONS**

**MULTIPLE CHOICE
TEST**

PROFESSIONAL DISCUSSION

90 minute
structured
meeting
underpinned by
a portfolio of
evidence.

CHEF DE PARTIE

LEVEL 3



Overview

This apprenticeship programme has been designed for individuals who are running a specific section of a professional kitchen, for example, sauces, pastries, or fish. Within this apprenticeship standard learners will develop and deliver complex dishes.

Role profile

A chef de partie is responsible for running a specific section of the kitchen. This type of chef usually manages a small team of workers, which they must keep organised so that dishes go out on time and the work area remains clean and orderly. However, in smaller kitchens, a chef de partie may work independently as the only person in their section. Also known as a station or section chef, the chef de partie reports to the senior chef and has a very important role in any kitchen.

End Point Assessment

It is essential to gain the minimum marks in all three assessment methods. Successful apprentices will gain a pass or distinction.

ON-DEMAND TEST

75 minute multiple-choice test.

PRACTICAL OBSERVATION WITH QUESTIONS

3.5 hour workplace observation.

PROFESSIONAL DISCUSSION

90 minute structured meeting underpinned by a portfolio of evidence.

SENIOR PRODUCTION CHEF

LEVEL 3



Overview

This apprenticeship programme has been designed for individuals working within a kitchen environment who are looking to develop knowledge and skills including supervising and managing teams, developing menus and recipes, and ensuring the standardisation of dish provision.

Role profile

Senior production chefs may lead a brigade team or may support the head chef in larger establishments. They supervise production chef teams in a variety of kitchen environments, for example; schools, hospitals, the Armed Forces, care homes and high street casual dining or pub kitchens. Senior production chefs have accountability for the day-to-day running of the kitchen service, producing, monitoring and maintaining consistent food standards, legislative requirements and quality across all areas and during all stages of production and supply.

End Point Assessment

It is essential to gain the minimum marks in all three assessment methods. Successful apprentices will gain a pass or distinction.

ON-DEMAND TEST

90 minute multiple-choice test.

PRACTICAL OBSERVATION

4 hour workplace observation.

PROFESSIONAL DISCUSSION

60 minute structured meeting.

HOSPITALITY SUPERVISOR

LEVEL 3



Overview

This apprenticeship programme has been designed for individuals who are responsible for supervising staff and activities within hospitality businesses including bars, cafes, conference centres, restaurants, and hotels. Apprentices cover the core set of supervisor skills and knowledge that are the same regardless of the setting.

Role profile

Hospitality supervisors provide vital support to management teams and are capable of independently supervising hospitality services and running shifts. They typically work under pressure, delivering fantastic customer service, and motivating a team is essential to their role. The majority of supervisors' skills and knowledge are the same, but supervisors may specialise in specific functions or work across a variety of functions, which reflects the multi-functional nature of the industry.

End Point Assessment

It is essential to gain the minimum marks in all four assessment methods. Successful apprentices will gain a pass or distinction.

ON DEMAND TEST

2 hour multiple-choice test.

PRACTICAL OBSERVATION

4 hour workplace observation.

BUSINESS PROJECT

Improvement project.

PROFESSIONAL DISCUSSION

90 minute structured meeting.

CUSTOMER SERVICE SPECIALIST

LEVEL 3

Overview

This apprenticeship programme has been designed for individuals working within a customer service environment at a senior level. This standard has been developed to further advance excellence in customer service across all areas of an organisation and to develop the individual's skills, knowledge, and behaviours making them a true advocate of customer service.



Role profile

The role of a customer service specialist often involves acting as a referral point for dealing with more complex or technical customer requests, complaints, and queries. Customer service specialists are often an escalation point for complicated or ongoing customer problems and have the responsibility for being an expert in their organisation's products and/or services and sharing knowledge with their wider team and colleagues.

End Point Assessment

It is essential to gain the minimum marks in all three assessment methods. Successful apprentices will gain a pass or distinction.

WORK BASED PROJECT

Supported by a 60 minute interview.

PRACTICAL OBSERVATION

60 minute workplace observation and questioning.

PROFESSIONAL DISCUSSION

60 minute discussion supported by a portfolio evidence.

FACILITIES MANAGEMENT SUPERVISOR

LEVEL 3



Overview

This apprenticeship standard is designed for individuals who are responsible for managing the working environment for an organisation's employees and services within industrial and commercial buildings.

Role profile

The apprenticeship prepares an individual for managing a facilities management service, or a group of services, focusing on both hard and soft management. All apprentices will be required to supervise others; to understand the contractual requirements and service delivery targets between their employing organisation and the client/customer in order to achieve service targets. The apprentice will have to provide customer service skills and be proactive in finding solutions to problems.

End Point Assessment

The result from each assessment method is combined to decide the overall apprenticeship grade.

Successful apprentices will gain a pass or distinction.

PROJECT REPORT

presentation with
questions and
answers
45 minutes.

PROFESSIONAL DISCUSSION

Underpinned by a
portfolio of
evidence.

MULTI-CHANNEL MARKETER



LEVEL 3

Overview

The broad purpose of the occupation is to support customer-focused marketing activities that drive the demand for a product or service through awareness raising and/or perception building to generate results for the bottom line. As part of the marketing team, multi-channel marketers will contribute to the implementation of the marketing strategy and plans. They will be responsible for delivering day-to-day marketing activities across a multitude of platforms, channels, and systems that are essential to the marketing function and activities of the company.

Role profile

In their daily work, multi-channel marketers will interact with a wide range of internal stakeholders and also external stakeholders such as clients/customers and suppliers. Multi-channel marketers will define, design, build, and implement campaigns across a variety of platforms to drive customer engagement and retention.

An employee in this occupation will be responsible for coordinating and delivering specific marketing activities such as marketing content creation, background market, and customer research, monitoring campaign analytics and collecting data, using relevant marketing software/systems, maintaining marketing administration activities such as managing the supply of marketing literature, tracking marketing expenditure, supporting the procurement of, and overseeing the delivery of work by external and internal marketing suppliers.

End Point Assessment

It is essential to gain the minimum marks in both assessment methods.

Successful apprentices will gain a pass, merit or distinction.

WRITTEN PROJECT REPORT

with presentation
and questioning.

INTERVIEW

underpinned by a
portfolio of
evidence.

CONTENT CREATOR

LEVEL 3

Overview

This occupation is found in employers across all sectors. It is a role that can be found in both creative and non-creative industries. This can be in any business creating content to engage with its audience. The broad purpose of the occupation is to develop and create written and audio-visual content that can be used across a variety of platforms and media. This may include social media, broadcast, or in print.



Role profile

A content creator works to a brief. They research, prepare, and develop the messaging to maximise audience engagement. They capture the strategy and objectives of the brand and the needs of the customer, client, or business. In their daily work, an employee in this occupation interacts with a wide range of internal and external stakeholders throughout the end-to-end content creation process.

Typically, they are likely to interact with clients, marketing and digital teams, production teams, budget holders, contributors, artists, and end users.

An employee in this occupation will be responsible for delivering high-quality content on time and on a budget that meets the brief.

End Point Assessment

It is essential to gain the minimum marks in both assessment methods.

Successful apprentices will gain a pass, merit or distinction.

PROJECT OR CAMPAIGN EVALUATION REPORT

presentation of
additional/new
content and
questions.

60 MINUTE PROFESSIONAL DISCUSSION

underpinned by a
portfolio of
evidence.

15 month practical learning period
£10k government capping band

EVENT ASSISTANT

LEVEL 3



Overview

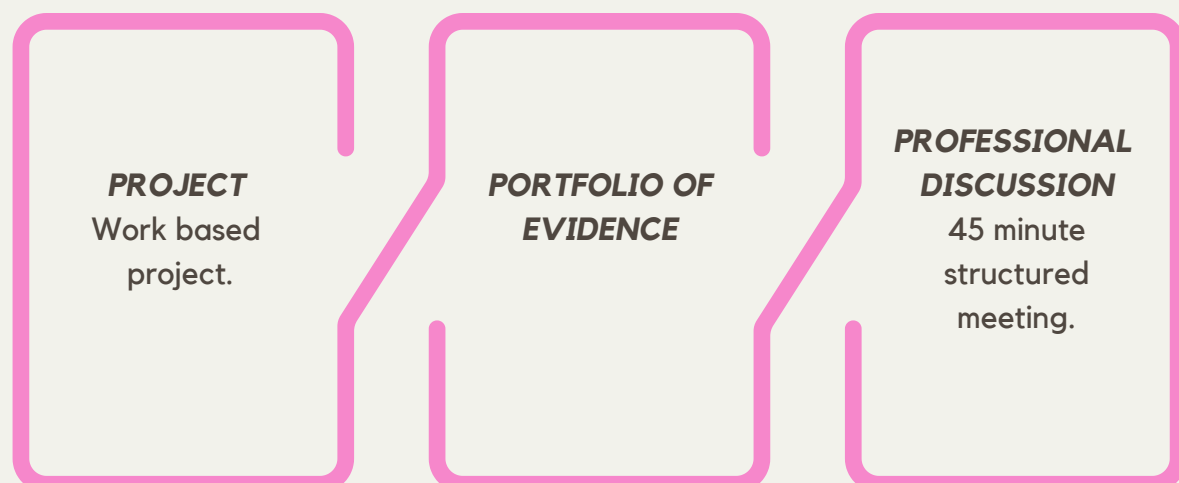
This apprenticeship programme has been designed for individuals who are working in an events company or events department in an organisation. The role would usually provide support to a number of Event Planners or Project Managers by carrying out a diverse range of tasks necessary to plan, organise and deliver an event: for example, searching for the right location and venue for the event; working with the design team on the look and feel of the event; or organising logistics like transportation and catering.

Role profile

Events cover a broad range of activities as well as sizes, from small numbers of attendees through to thousands. Companies use events to bring together different groups of people, which can include employees attending a sales conference; to customers or suppliers attending the launch of a new product; to shareholders gathering at a conference designed to attract new investors.

End Point Assessment

It is essential to gain the minimum marks in all three assessment methods. Successful apprentices will gain a pass, merit or distinction.



TEAM LEADER

LEVEL 3

Overview

This apprenticeship programme has been designed for individuals in a first-line management role. Closing the skills gap of this vital management tier is the key to building a high-performance organisation, and represents an important investment in developing tomorrow's senior leaders.

Role profile

A team leader/supervisor is a first-line management role with operational/project responsibilities or responsibility for managing a team to deliver clearly defined outcomes. Providing direction, instruction, and guidance to ensure the achievement of set goals, specific responsibilities may vary, but the knowledge, skills, and behaviours required to undertake this role are universal, regardless of the size of the organisation team leaders operate within, or whether they work in the private or public sector.

End Point Assessment

It is essential to gain the minimum marks in both assessment methods.
Successful apprentices will gain a pass or distinction.

PRESENTATION WITH QUESTIONS

50 minute
presentation of 20
minutes, questioning
30 minutes

PROFESSIONAL DISCUSSION

Underpinned by
a portfolio of
evidence.



LEARNING AND DEVELOPMENT PRACTITIONER



LEVEL 3

Overview

This apprenticeship programme has been designed for individuals who are typically involved with identifying learning/training needs, designing/sourcing training and learning solutions, delivering and evaluating training, and working with stakeholder/business area managers.

Role profile

The role focus is often on the practical delivery of training. A learning and development practitioner will typically have expertise and competence in their specific field whether it be technical, vocational, or behavioural (e.g. use of software, food preparation, working in teams). They link the learning within their area of responsibility to business objectives and performance, understanding the learning cycle and working by it.

End Point Assessment

It is essential to gain the minimum marks in all three assessment methods. Successful apprentices will gain a pass, merit or distinction.

PRESENTATION

45 minute learning journal focused presentation followed by questions.

WORK BASED PROJECT WITH PROFESSIONAL DISCUSSION

60 minute professional discussion.

12 month practical learning period
£6k government capping band

OUTDOOR ACTIVITY INSTRUCTOR

LEVEL 3



Overview

This apprenticeship programme has been designed for individuals who supervise and guide children and adults in activities and pastimes such as canoeing, sailing, climbing, surfing, cycling, hill walking, archery, bush craft, rock pooling, geology, plant identification, habitat or wildlife walks at an introductory level.

Role profile

The main responsibility of an Outdoor Activity Instructor is to run a safe and enjoyable activity session. They will:

Prepare for the session – gather information about the participants and resources for the activity.

Deliver the session – brief participants, maintain safety and provide on-going instruction and encouragement.

Meet session outcome – support participants to achieve a set outcome.

Close the session – hand-over participants, and return resources and equipment.

End Point Assessment

It is essential to gain the minimum marks in both assessment methods.

Successful apprentices will gain a pass or distinction.

**PRACTICAL TEST
AND
OBSERVATION**
Planned practical
training session.

**PROFESSIONAL
DISCUSSION**
45 minute
structured
meeting
supported by a
portfolio of
evidence.

SAFEGUARDING SUPPORT OFFICER

LEVEL 3

Overview

This apprenticeship programme has been designed for individuals working across the public, private, and voluntary sector to support statutory safeguarding responsibilities and demonstrate how organisations work to protect an individual's health, wellbeing and human rights.

Role profile

Safeguarding support officers will be skilled in recognising and responding to emerging safeguarding needs, initiating and advocating early intervention when a problem first arises. A safeguarding support officer will be the first point of contact when there is a safeguarding concern, conducting initial risk assessments, triaging, and signposting to the most appropriate person within their organisation or external agency if appropriate. The safeguarding support officer will maintain accurate and up to date documentation of any decisions and advice given, ensuring information is accurately recorded and that documentation is safely stored and shared appropriately, proportionately and securely according to national and organisational policy. Safeguarding support officers will also interact externally with investigative statutory agencies. A safeguarding support officer will report into the designated lead for safeguarding within their organisation.

A satisfactory enhanced DBS check will be an entry requirement for the programme.

End Point Assessment

It is essential to gain the minimum marks in both assessment methods.

Successful apprentices will gain a pass, merit or distinction.

PRESENTATION WITH QUESTIONS

45 minute
presentation and
questioning.

PROFESSIONAL DISCUSSION

60 minute
structured
meeting
supported by a
portfolio of
evidence.



HOSPITALITY MANAGER

LEVEL 4



Overview

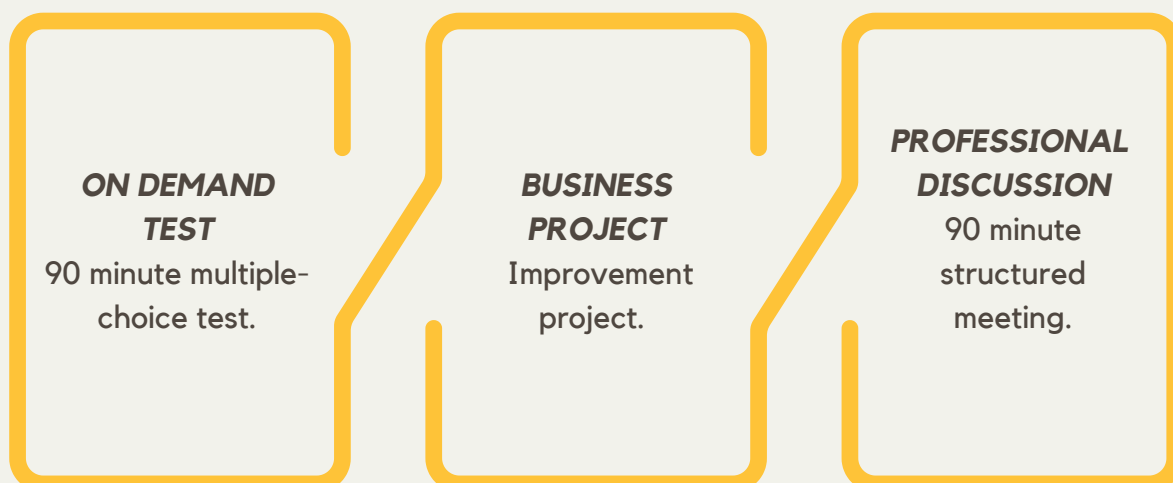
This apprenticeship programme has been designed for individuals working across organisations that focus on ensuring excellent customer experience. Hospitality managers work across a huge variety of organisations including bars, restaurants, cafés, conference centres, banqueting venues, hotels, and contract caterers.

Role profile

Hospitality managers generally specialise in a particular area, however, their core knowledge, skills, and behaviours are aligned. Hospitality managers have a high level of responsibility and are accountable for fulfilling the business vision and objectives which requires excellent business, people, and customer relation skills. Individuals in this role are highly motivated team leaders that combine a talent for management and specific industry skills and thrive on the customer-facing nature of the role.

End Point Assessment

It is essential to gain the minimum marks in all three assessment methods. Successful apprentices will gain a pass or distinction.



FACILITIES MANAGER

LEVEL 4



Overview

This apprenticeship standard has been designed for Facilities Managers who work in the private, public, or third sector and all sizes of organisation. Specific job roles at this level may include Facilities Manager, Facilities Management (FM), Operations Manager, Estates Manager, FM Contract Manager.

Role profile

A Facilities Manager is responsible for the safe, secure, and comfortable day-to-day working environment for properties, assets (e.g. equipment), and services that must be fully compliant with health and safety and other legislation. They are accountable for the management of the delivery of all FM services within their local area of responsibility.

End Point Assessment

It is essential to gain the minimum marks in both assessment methods. Successful apprentices will gain a pass or distinction.

**BUSINESS CASE
AND QUESTION
AND ANSWER
SESSION**

**PROFESSIONAL
DISCUSSION**
Underpinned by
a portfolio of
evidence.

18 month practical learning period
£7k government capping band

OPERATIONS MANAGER



LEVEL 5

Overview

This apprenticeship has been designed for individuals who are responsible for managing teams and projects in line with a private, public, or voluntary organisation's operational or departmental strategy. Roles may include Operations Manager, Regional Manager, Divisional Manager, Department Manager, and Specialist Manager.

Role profile

An operations/departmental manager is someone who manages teams and/or projects, and achieves operational or departmental goals and objectives, as part of the delivery of the organisation's strategy. Key responsibilities may include creating and delivering operational plans, managing projects, leading and managing teams, managing change, financial and resource management, talent management, coaching and mentoring.

End Point Assessment

**It is essential to gain the minimum marks in both assessment methods.
Successful apprentices will gain a pass or distinction.**

WRITTEN PROJECT WITH REPORT

presentation with
questions and
answers

PROFESSIONAL DISCUSSION

60 minute
discussion
underpinned by a
portfolio of
evidence.

LEARNING AND DEVELOPMENT CONSULTANT BUSINESS PARTNER

LEVEL 5

Overview

This apprenticeship programme has been designed for individuals who will be accountable for ensuring learning and development contribute to, and influence, improved performance in the workplace at an individual, team and organisation level.

Role profile

The role can be a generalist learning and development or more specialist, where the focus and in-depth expertise is in a specific area such as organisation development, digital and blended learning, resourcing, or talent management. Whichever the area of focus, the role requires a good grounding across all areas of learning and development and is business and future-focused. L&D consultant business partners are agents for change, influencing key stakeholders, and making decisions and recommendations on what the business can or should do in a learning and development context.

End Point Assessment

It is essential to gain the minimum marks in both assessment modes. Successful apprentices will gain a pass, merit or distinction.

**WORK BASED
PROJECT WITH
PROFESSIONAL
DISCUSSION**

**PRESENTATION
AND Q&A**
60 minute
structured
meeting.



**APPRENTICESHIP
STANDARDS GUIDE
2025**



01276 469 020

www.straighta.co.uk

info@straighta.co.uk

