

Scheme of Work

Employability Skills & Hospitality

Generic Employer Partnership

Duration: 10 Days
Total Programme Learning Hours: 55
Classroom / guided delivery: 45 hours
Remote learning: 10 hours
Delivery pattern: 4.5 guided hours per day
Week 2: supported work experience and employer engagement
Days 9–10: guaranteed employer interviews

Document Control

Version 1.1

Provider: SME Outsourcing Ltd

Employer Partner: Generic Hospitality Employer

Purpose: Formal 55-hour Scheme of Work integrating employability, hospitality preparation, work experience, remote learning and employer interviews.

Course Overview

This practical programme prepares unemployed adults for entry-level hospitality roles across hotels, restaurants, cafés, events, catering and visitor-service environments. Employability skills are taught through realistic hospitality contexts and reinforced through work experience with a suitable employer partner. The programme provides 55 total learning hours: 45 guided learning hours across ten days plus 10 hours of remote learning. Week 2 includes supported work experience, with guaranteed employer interviews on Days 9 and 10.

Target Learners

Adults seeking entry-level employment or progression in hospitality roles across hotels, restaurants, cafés, events, catering and visitor services.

Entry Requirements

No prior hospitality experience is required. Learners should be eligible for the programme and able to participate safely in classroom and agreed work-experience activities. Reasonable adjustments will be considered.

Course Aim

Develop the personal, employability and introductory hospitality skills required to secure and sustain employment, perform workplace tasks safely and accurately, and present effectively to employers.

Learning Outcomes

- Identify strengths, barriers and realistic hospitality career goals
- Communicate professionally with customers, colleagues, supervisors and other stakeholders
- Work effectively, inclusively and safely as part of a hospitality team
- Produce a targeted CV and application for hospitality vacancies
- Demonstrate reliability, accuracy, organisation and problem-solving
- Apply employability behaviours during supported work experience
- Use evidence from work experience in interview answers
- Complete a guaranteed employer interview and agree progression actions

Teaching Methods

Tutor demonstrations, workshops, discussions, role-play, case studies, hospitality service simulations, employer briefings, supervised work experience, one-to-one coaching and ExamBinary AI-supported interview practice.

Resources

PCs, projector, learner workbook, CV and application templates, hospitality role profiles, booking and service documents, scenario cards, placement logs, employer feedback forms, ExamBinary and suitable workplace or simulation resources.

Assessment Strategy

Initial and diagnostic assessment; ILP; questioning; observation; peer and self-assessment; practical simulations; employability portfolio; CV and application evidence; work-experience logs; supervisor feedback; mock interview; employer interview record; final review and progression plan.

Quality and Cross-Cutting Requirements

Equality, diversity and inclusion, safeguarding, Prevent, British Values, health and wellbeing, English, maths and digital skills are embedded throughout delivery. Tutors must make reasonable adjustments, record guided learning and attendance, and retain assessment and progression evidence.

55-Hour Delivery and Embedded Employability Plan

The programme comprises the 45 guided hours shown below plus 10 hours of remote learning. The remote allocation does not require a separate daily breakdown. Tutors must record actual guided hours, attendance, remote-learning completion, assessment evidence, work-experience activity and employer-interview outcomes for every learner.

Total Learning		Guided Delivery		Remote Learning	Delivery Days
55 hours		45 hours		10 hours	10 days
Day	Theme	Employability	Hospitality / Employer		Total
1	Induction, baseline assessment and hospitality career goals	3 hrs	1.5 hrs		4.5 hrs
2	Communication and guest service in hospitality	3 hrs	1.5 hrs		4.5 hrs
3	Guest expectations and excellent hospitality service	3 hrs	1.5 hrs		4.5 hrs
4	Teamwork, personal presentation and hospitality role matching	3 hrs	1.5 hrs		4.5 hrs
5	Job search, CVs and applications for hospitality roles	3 hrs	1.5 hrs		4.5 hrs
6	Work-experience induction, food safety and employer expectations	2 hrs	2.5 hrs		4.5 hrs
7	Work experience: guest service and handling requests	2 hrs	2.5 hrs		4.5 hrs
8	Work experience: service quality, teamwork and interview preparation	2 hrs	2.5 hrs		4.5 hrs
9	Employer interview day 1 and hospitality work-experience review	4 hrs	0.5 hrs		4.5 hrs
10	Employer interview day 2, consolidation and progression	4 hrs	0.5 hrs		4.5 hrs
TOTAL	10 days × 4.5 hours	29 hrs	16 hrs		45 hrs
DAY 1			Induction, baseline assessment and hospitality career goals Employability: 3 hrs Hospitality/Employer: 1.5 hrs Total: 4.5 hrs		

Total Learning		Guided Delivery		Remote Learning		Delivery Days	
55 hours		45 hours		10 hours		10 days	
Day	Theme		Employability		Hospitality / Employer		Total
Learning objectives				Complete induction and baseline assessment; identify personal goals and understand hospitality employment pathways.			
Content and embedded skills				Programme expectations, learner responsibilities, support, initial assessment, ILP targets, hospitality sectors, job roles and local opportunities.			
Learning activities				Induction activities; skills audit; hospitality role-matching exercise; individual goal-setting discussion; create an initial action plan.			
Resources				Induction pack, initial assessment, ILP, hospitality role profiles, PCs and ExamBinary.			
Assessment and evidence				Completed baseline assessment, skills audit, ILP and SMART action plan.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 2				Communication and guest service in hospitality Employability: 3 hrs Hospitality/Employer: 1.5 hrs Total: 4.5 hrs			
Learning objectives				Use clear verbal, non-verbal and written communication with guests, colleagues, supervisors, suppliers and other stakeholders.			
Content and embedded skills				Active listening, questioning, tone, body language, professional language, telephone etiquette, taking messages and checking understanding.			
Learning activities				Guest-welcome role-play; listening exercise; telephone-booking scenario; write a service message; peer and tutor feedback.			
Resources				Hospitality scenario cards, communication checklist, booking/message template, projector and workbook.			
Assessment and evidence				Observed role-play, completed written message, questioning and peer/tutor feedback.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 3				Guest expectations and excellent hospitality service Employability: 3 hrs Hospitality/Employer: 1.5 hrs Total: 4.5 hrs			
Learning objectives				Identify guest needs and demonstrate behaviours that create a welcoming, inclusive and professional hospitality experience.			
Content and embedded skills				First impressions, guest expectations, empathy, cultural awareness, accessibility, equality, service standards and professional boundaries.			
Learning activities				Guest-needs case studies; service standards activity; map the guest journey; inclusive-service scenarios; personal reflection.			
Resources				Guest personas, guest-journey template, EDI case studies, workbook and flipchart.			
Assessment and evidence				Completed guest journey, case-study responses, observed contribution and learner reflection.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 4				Teamwork, personal presentation and hospitality role matching Employability: 3 hrs Hospitality/Employer: 1.5 hrs Total: 4.5 hrs			
Learning objectives				Work effectively as part of a hospitality team, maintain professional presentation and match personal strengths to suitable roles.			
Content and embedded skills				Team roles, reliability, timekeeping, grooming and uniform standards, resilience, flexibility, attention to detail and role responsibilities.			

Total Learning		Guided Delivery		Remote Learning		Delivery Days	
55 hours		45 hours		10 hours		10 days	
Day	Theme	Employability		Hospitality / Employer		Total	
Learning activities				Team challenge; presentation standards discussion; strengths inventory; analyse job descriptions; deliver a short personal pitch.			
Resources				Skills inventory, hospitality job descriptions, presentation checklist, role cards, PCs and ExamBinary.			
Assessment and evidence				Observed teamwork, role-matching activity, presentation checklist, personal pitch and tutor feedback.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 5				Job search, CVs and applications for hospitality roles Employability: 3 hrs Hospitality/Employer: 1.5 hrs Total: 4.5 hrs			
Learning objectives				Search for suitable hospitality vacancies and produce a targeted CV or application statement.			
Content and embedded skills				Vacancy sources, seasonal and flexible work, job criteria, CV structure, transferable experience, application accuracy and online professionalism.			
Learning activities				Search vacancy examples; compare person specifications; draft or improve a CV; complete a supporting statement; peer review.			
Resources				PCs, CV template, hospitality vacancies, application checklist, spellcheck tools and ExamBinary.			
Assessment and evidence				Targeted CV, vacancy shortlist, supporting statement and completed quality checklist.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 6				Work-experience induction, food safety and employer expectations Employability: 2 hrs Hospitality/Employer: 2.5 hrs Total: 4.5 hrs			
Learning objectives				Prepare for hospitality work experience and explain workplace rules, service standards and essential food-safety responsibilities.			
Content and embedded skills				Attendance, appearance, uniform, hygiene, allergens, cross-contamination awareness, health and safety, confidentiality, reporting and escalation.			
Learning activities				Generic employer briefing; placement plan; hygiene and allergen awareness activity; workplace-readiness checklist; begin supervised activity where scheduled.			
Resources				Employer briefing materials, placement plan, hygiene guidance, allergen information, readiness checklist and learner log.			
Assessment and evidence				Signed readiness checklist, knowledge questioning, tutor observation and first work-experience log entry.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 7				Work experience: guest service and handling requests Employability: 2 hrs Hospitality/Employer: 2.5 hrs Total: 4.5 hrs			
Learning objectives				Apply professional hospitality behaviours and use a structured approach to guest requests, enquiries and common service problems.			
Content and embedded skills				Welcoming guests, taking accurate information, table or room requests, service recovery, complaint handling, escalation and professionalism.			
Learning activities				Supervised work experience; guest-service task; request-handling scenario; problem-solving record; daily reflection and one-to-one review.			

Total Learning		Guided Delivery		Remote Learning		Delivery Days	
55 hours		45 hours		10 hours		10 days	
Day	Theme		Employability		Hospitality / Employer		Total
Resources				Workplace/simulation area, booking or order forms, service scenarios, learner log and supervisor feedback form.			
Assessment and evidence				Work-experience log, observed guest-service task, completed problem-solving record and supervisor/tutor feedback.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 8				Work experience: service quality, teamwork and interview preparation Employability: 2 hrs Hospitality/Employer: 2.5 hrs Total: 4.5 hrs			
Learning objectives				Review hospitality service performance, respond to feedback and prepare evidence-based answers for employer interviews.			
Content and embedded skills				Service quality, guest feedback, prioritising tasks, working under pressure, teamwork, professional improvement, STAR responses and placement evidence.			
Learning activities				Supervised placement activity; review guest feedback; complete a service-quality check; build STAR examples; practise interviews using ExamBinary.			
Resources				Service-quality checklist, guest-feedback examples, STAR template, PCs, ExamBinary and learner log.			
Assessment and evidence				Quality review, STAR examples, completed work-experience log and mock-interview feedback.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 9				Employer interview day 1 and hospitality work-experience review Employability: 4 hrs Hospitality/Employer: 0.5 hrs Total: 4.5 hrs			
Learning objectives				Present professionally at a guaranteed employer interview and evaluate strengths and development points from hospitality work experience.			
Content and embedded skills				Interview etiquette, hospitality examples, guest-service evidence, concise answers, employer questions, feedback and progression planning.			
Learning activities				Final interview rehearsal; guaranteed employer interview; record employer feedback; complete placement review; update progression action plan.			
Resources				Interview room, CV, job description, interview checklist, placement log and employer feedback form.			
Assessment and evidence				Employer interview record, feedback form, completed placement review and updated progression action plan.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 10				Employer interview day 2, consolidation and progression Employability: 4 hrs Hospitality/Employer: 0.5 hrs Total: 4.5 hrs			
Learning objectives				Complete the guaranteed interview process, consolidate learning and agree realistic hospitality employment or training next steps.			
Content and embedded skills				Interview follow-up, professional communication, programme review, evidence portfolio, job-start readiness, further applications and sustained progression.			
Learning activities				Guaranteed employer interview where scheduled; follow-up activity; final knowledge review; portfolio sign-off; one-to-one progression meeting.			

Total Learning		Guided Delivery		Remote Learning		Delivery Days	
55 hours		45 hours		10 hours		10 days	
Day	Theme		Employability		Hospitality / Employer		Total
Resources				Interview materials, portfolio checklist, final review quiz, ILP, progression resources and employer contact information.			
Assessment and evidence				Employer interview record, final review, signed portfolio checklist, destination plan and final ILP review.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			

Progression

Learners may progress to employment with a suitable hospitality employer in hotels, restaurants, cafés, events, catering or visitor services; further sector training; a traineeship; or an apprenticeship. Each learner leaves with an updated CV, completed employability evidence, work-experience record, employer-interview evidence, updated ILP and individual progression action plan. A guaranteed interview provides a genuine employer opportunity but does not guarantee a job offer.