

Hospitality Manager Level 4 - End-Point Assessment

Planning meeting:

- The meeting will be conducted remotely via Skype for business.
- Apprentice produces 2 page synopsis of the business project. If not agreed by Assessor at the planning meeting, revised synopsis must be provided within 1 week of the planning meeting for approval by the Assessor.
- The Assessor will give the apprentice a template to be used to collect the peer, superior and direct report feedback to be used in the professional discussion. Additionally, this will be sent electronically or posted (1st class) to the apprentice. Prior to the professional discussion, but within the assessment window, the apprentice will gather constructive and objective feedback regarding their competence across the areas listed below from their superior (e.g. line manager), a peer and a direct report. If the apprentice does not have a superior, a main stakeholder (e.g. prime customer, supplier, business associate) may be used instead. The feedback itself is not marked, but used by the apprentice to reflect on their developed knowledge, skills and behaviours in the areas: Business, People, Customers, Leadership, Specialist function specific criteria, Behaviours (for the core and specialist function).
A peer – someone of the same level in the organisation, or in a similar organisation where a working relationship can be demonstrated.
A superior – a higher manager, area manager, human resource manager, company owner or director (If the apprentice does not have a superior, a main stakeholder (e.g. prime customer, supplier, business associate) may be used instead).
A direct report - member of the apprentice's team for whom they have line management responsibility. Once the apprentice has collected the feedback, a copy must be sent to the Assessor (electronically or by post) within a minimum of five working days prior to the professional discussion.
- Assessor plans and schedules all activity within 2 month window for EPA with Apprentice and employer (not the on-programme assessor).

EPA components:

All components must be completed within the 2 month assessment window from the planning meeting.

- **On demand multiple choice test (mct)** – 90 minutes, scenario based questions covers core and specialist function (pathway), scenario based questions, externally set and marked, can be taken on the employer's premises or off-site. The on demand test will feature a sample of questions, on both the core and the apprentice's chosen specialist function. Apprentices must pass both sections (core and specialist function) to pass overall on this assessment activity.
- **Business project** – 9000 words (+/- 10%). To look at an opportunity / challenge /idea to make an improvement to the business they are working in. Involves gathering information, reviewing and making recommendations to Management. The project is designed to give the apprentice the opportunity to demonstrate their wider understanding of the business they are working in and in particular identify and 'think through' how an improvement could be made to the way it operates. The project must examine how the operations of the specialist function can be improved as part of the wider organisation. The project must be researched and written up within two months window and the employer must give sufficient time (up to 40 hours if required) to complete. The apprentice must demonstrate competence against all of the assessment criteria as per the details in the assessment plan and standard. The business project must be submitted at least seven days prior to the professional discussion.

The apprentice must collect 360 degree feedback from a peer, a superior (or supplier) and a direct report within the assessment window using the template issued at the planning meeting and a copy must be sent to the Assessor (electronically or by post) within a minimum of five working days prior to the professional discussion.

- **Professional discussion** - 90 minutes structured meeting, led by the Assessor, involving the apprentice and employer (e.g. line manager). The apprentice must demonstrate competence against all of the assessment criteria required in the assessment plan and the standard.

The Professional Discussion must be the last activity completed in the EPA.

Grading:

- All elements graded Pass, Distinction or Fail.

- In order to pass the apprentice must pass each component of the End-point assessment. To achieve distinction, individual grades of distinction must be achieved for business project and at least one of the other components, provided that the other component is also a pass.
 - If any activity is failed it must be re-taken. The apprentice cannot achieve without passing each component of EPA.
 - Should the apprentice fail one assessment activity, they can re-take when they are ready and when practicable for the business
 - Should the apprentice fail two or more activities a period of further training and development lasting between one and three months must take place before a retake of the whole of the End-point assessment.
- When retaking an assessment activity the maximum grade that can be achieved for that activity is a pass.