

Hospitality Supervisor Level 3 - 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.
- 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)** - 2 hours including 30 minutes reading time, 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.
- **Practical observation** - 4 hours in their working environment, time may be split to cover preparation and service, and shows the apprentice covering a range of tasks in their specialist function. The apprentice must demonstrate competence against all of the assessment criteria for both core and specialist function as per the requirements in the assessment plan and standard. The apprentice will be observed in their normal working environment performing their job. Observations need to be carefully planned to ensure adequate opportunity to cover the criteria. To pass, the observation will recognise competence in achieving objectives on time and to standard.
- **Business project** – of between 2000 and 5000 words, to look at an opportunity / challenge /idea to make an improvement to the business e.g. customer experience / reducing wastage. Researched and written up within two months and then presented to employer and Assessor in formal 30 minute presentation with question and answer session. The apprentice must demonstrate competence against all of the assessment criteria as per the details in the assessment plan and standard.

The mct, observation and project activities can be completed in any order. The apprentice will perform each task required to the correct standard.

- **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, 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 observation, 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 resit.

When retaking an assessment activity the maximum grade that can be achieved for that activity is a pass.