

Hospitality Team Member Level 2 - End-Point Assessment

Planning meeting:

- The meeting will be conducted remotely via Skype for business.
- Apprentice produces 2 page synopsis (200-300 words) 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.
- Apprentice produces 1 page brief on the business' operation and how it fits into the wider hospitality industry to evidence the relationship between the job role, the organisation and the industry. Information covers 'industry knowledge' section in the standard.
- 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, 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, based on a representative sample of the assessment criteria as per details in the standard.
- **Practical observation** - 2 hours observation in the 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 as per the details in the 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 tasks on time and to standard.
- **Business project** – of between 800 -1200 words to look at an opportunity / challenge /idea to make an improvement to the business e.g. customer experience / reducing wastage, researched and then presented to employer and independent end assessor. The apprentice must demonstrate competence against all of the assessment criteria as per the details in the standard.

The mct, observation and business project activities can be completed in any order.

- **Professional discussion** (40 minutes) – structured meeting led by the Assessor, involving the apprentice and employer (i.e. the line manager). The apprentice must demonstrate competence against all of the assessment criteria as per the details in 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 practical 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.