

Highfield Level 3 End-Point Assessment for Hospitality Supervisor – Bar Supervisor pathway

EPA-Kit

Assessing the Practical Observation

- The Practical Observation – Guidance
- The Practical Observation – Mock assessment
- Practical Observation Criteria

The Practical Observation – Guidance

The practical observation should be no longer than 4 hours and be pre-planned and scheduled at a time when the apprentice will be in their normal place of work. The observation may be split into 2 sessions of 2 hours each to cover preparation and service, but should normally be carried out in 1 day, except in exceptional circumstances (where an organisation's operating functions are split across two sites). Observations must be planned in advance to allow for quality assurance activity.

The end-point assessor will carry out the practical observation, which should enable the apprentice to evidence their skills and behaviour from across the standards to demonstrate genuine and demanding work objectives. Examples of observed practice include handling a general enquiry, dealing with a customer's complaint or a need for further information or detail.

Before the assessment

- The apprentice and employer should provide a two-week working schedule, including business levels, for the independent end assessor to determine when to carry out observations
- The independent end assessor will plan the observation in conjunction with the apprentice and employer. The planned observation activity, or series of activities should provide the apprentice with the opportunity to demonstrate each of the required standards have been met. For this standard, this includes, for example:
 - supervision of, and provision of, service
 - contact with/supervision of team members
 - direct customer contact
- During the practical observation, where possible, situations and evidence should be naturally occurring. While simulation is not permitted, the practical observation should be carefully planned to allow the learners the opportunity to demonstrate all criteria. This may involve planning opportunities for the learner to demonstrate competence against all criteria e.g. moving to another area of the business to perform a different part of the job role or setting up a situation that allows them to demonstrate a certain skill, produce a sufficient range of products or cover a sufficient range of tasks.

Employers/training providers should:

- ensure the apprentice knows the date, time and location of the assessment
- brief the apprentice on the activities to be carried out and the duration of the assessment (4 hours)

- ensure the apprentice knows which hospitality supervisor criteria will be assessed (outlined on the following pages)
- encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the standard
- be prepared to provide clarification to the apprentice, and signpost them to relevant parts of their on-programme experience in preparation for their assessment

It is suggested that a mock assessment is carried out by the apprentice in advance of the end-point assessment with the training provider/employer giving feedback on any areas for improvement.

Apprentices will be marked against the pass and distinction criteria included in the tables on the following pages.

Apprentices meeting all pass criteria will be awarded a pass, if all pass and all distinction criteria are met, then the result will be a distinction. There is a further opportunity to carry over any outstanding pass or distinction criteria not achieved in the practical observation for assessment within the professional discussion, if required. However, re-assessment must not take place.

The professional discussion is time limited, so it is recommended that wherever possible every effort is taken to provide the apprentice with the opportunity to demonstrate how they have met the pass/distinction criteria for the practical observation within the observation itself.

The Practical Observation - Mock Assessment

It is the employer/training provider's responsibility to prepare apprentices for their end-point assessment, and Highfield recommends that the apprentice experiences a mock practical observation in preparation for the real thing. The most appropriate form of mock assessment will depend on the apprentice's setting and the resources available at the time. In designing a mock assessment, the employer/training provider should include the following elements in its planning:

- the mock observation should take place in a real workplace, or a realistic simulation if the real workplace does not present all the required assessment opportunities
- the participation of other personnel to play the parts of customers and team members
 - it is strongly recommended that the mock observation has been practised beforehand and all personnel involved are properly briefed on their roles
 - the roles should provide the opportunity for the apprentice to demonstrate both the 'pass' level and the 'distinction' level criteria
- a 4-hour time slot should be available for the complete practical observation, if it is intended to be a complete mock observation covering all relevant standards. However, this time may be split up to allow for progressive learning
- consider a video recording of the mock assessment, and allow it to be observed by other apprentices, especially if it is not practicable for the employer/training provider to carry out a separate mock assessment with each apprentice
- ensure that the apprentice's performance is assessed by a competent trainer/assessor, and that feedback is shared with the apprentice to complete the learning experience. The mock assessment sheets later in this kit may be used for this purpose

A suggestion on the split of the 4-hour time slot could be

- 2 hours to cover preparation, which may include elements of:
 - Business
 - People
 - Customers
 - Leadership
 - Pathway content
- 2 hours to cover service, which may include elements of:
 - Business
 - People
 - Customers
 - Leadership
 - Pathway content

Practical Observation - Criteria

During the practical observation, which will last for 4 hours, the following standards should be evidenced. Apprentices should prepare for the practical observation by considering how the criteria can be met. The apprentice can only achieve a distinction by covering all pass and all of the distinction criteria listed.

To pass, the following must be evidenced	To gain a distinction
Business	
BU8. Ensure all actions are in line with business/brand standard BU9. Ensure all activities comply with legal requirements, industry regulations, social responsibility, professional codes and organisational policies/standards BU10. Monitor the team during activities to ensure correct performance levels are achieved	BU11. Actively promote business/brand standard when briefing team members and monitoring service BU12. Minimise potential disruption by pro-actively addressing the activities and identifying and addressing issues in advance

To pass, the following must be evidenced	To gain a distinction
People	
PE6. Brief the team on required activities, setting realistic work objectives PE7. Communicate effectively with team, customers and other departments/stakeholders	PE8. Plan activities to maximise time and available resources PE9. Ensure communications are efficient, understood and resultant actions undertaken at the appropriate time

To pass, the following must be evidenced	To gain a distinction
Leadership	
TL3. Provide leadership, supervision and support to the team and its members as required, leading by example to maximise performance	TL4. Identify opportunities to 'go the extra mile' with either customers or in supporting team

To pass, the following must be evidenced	To gain a distinction
Bar Supervisor	
B8. Prepare the bar/drinks dispense area for service, ensuring business/brand standards are maintained and menus/promotional materials are up to date and presented accurately B9. Ensure stock/resources are ready for service B10. Ensure customers are met, given the correct information and receive bar service in line with licensing requirements and to business/brand standard B11. Ensure customer behaviour is monitored and issues with customers who are underage, have taken drugs or are excessively drunk are managed correctly	<i>There are no distinction criteria for this component.</i>