

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

EPA-Kit

Introduction

- How to use this EPA kit
- Hospitality Supervisor standard overview
- On-programme requirements
- Additional, relevant on-programme qualifications
- Readiness for end-point assessment
- Order of end-point assessment
- Resit & retake information

How to Use This EPA Kit

Welcome to the Highfield End-Point Assessment Kit for the Hospitality Supervisor Apprenticeship Standard.

Highfield is an independent end-point assessment organisation that has been approved to offer and carry out the independent end-point assessments for the Level 3 Hospitality Supervisor Standard. Highfield internally quality assures all end-point assessments in accordance with its IQA process, additionally all end-point assessments are externally quality assured by the relevant EQA organisation.

This kit is designed to outline all you need to know about the end-point assessments for this standard and will also provide an overview of the on-programme delivery requirements. In addition, advice and guidance for trainers on how to prepare apprentices for the end-point assessment is included. The approaches suggested are not the only way in which an apprentice may be prepared for their assessments, but trainers may find them helpful as a starting point.

Highfield also offers the Highfield Hospitality Supervisor Apprenti-kit that is a comprehensive learning resource that is designed to be used on-programme.

For more information, please go to <https://www.highfield.co.uk/products/item/396/level-3-hospitality-supervisor/>. Please note that the use of this kit is not a prerequisite for apprentices undertaking the hospitality supervisor end-point assessment.

For employers/training providers that use the Apprenti-kit, a criteria mapping document is available from Highfield if required.

Key facts

Apprenticeship standard:	Hospitality Supervisor
Level:	3
On Programme Duration:	Minimum of 12 months
Grading:	Pass/distinction
End-Point Assessment Duration:	Maximum of 2 months
End-Point Assessment methods:	On-demand test, practical observation, business project, professional discussion

In this kit, you will find:

- a section focused on delivery, where the standard and assessment criteria are presented in a suggested format that is suitable for delivery
- guidance on how to prepare the apprentice for gateway
- detailed information on which part of the standard is assessed by which assessment method
- a section focused on the end-point assessment method where the assessment criteria are presented in a format suitable for carrying out 'mock' assessments
- suggestions on how to prepare the apprentice for each part of the end-point assessment
- a practice test that you can use with apprentices

Introduction

Standard overview

Hospitality supervisors work across a wide variety of businesses including bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. They provide vital support to management teams and are capable of independently supervising hospitality services and running shifts. They typically work under pressure delivering fantastic customer service and motivating a team is essential to their role. The majority of supervisors' skills and knowledge are the same, but supervisors may specialise in specific functions or work across a variety of functions, which reflects the multi-functional nature of the industry.

Specialist function overview

Concierge supervisors maintain the porter service in hotels and serviced facilities, making sure that customer requirements (including leisure activities, local knowledge, travel, parking and luggage storage) are met. They also play a key role in protecting the security and safety of customers.

On-programme requirements

Although learning, development and on-programme assessment is flexible and the process is not prescribed, the following is the recommended baseline expectation for an apprentice to achieve full competence in line with the hospitality supervisor standard:

Throughout the period of learning and development, and at least every 2 months, the apprentice should meet with the on-programme assessor to record their progress against the standard using on-programme progression documentation. At these reviews, evidence should be discussed and recorded by the apprentice. Once the apprentice is deemed competent, the relevant section(s) of the standard should be signed off by the on-programme assessor and/or the employer with the support of those involved in the learning and development.

The on-programme reviews and record is important to support the apprentice, on-programme assessor and employer in monitoring the progress of learning and development and to determine when the apprentice has achieved full competence in their job role and is ready for independent end-point assessment. The on-programme progression template is NOT a portfolio of evidence, but a record of what the apprentice can do following periods of training, development and assessment. A minimum of six meetings and completed records are recommended to show ongoing competence across the entire standard, over a minimum of a 12-month period prior to starting the independent end-point assessment.

Further guidance and support on planning and managing a hospitality supervisor apprentice's training and development journey is available from the Hospitality Apprenticeship Board via People1st.co.uk.

Additional, relevant on-programme qualification

Highfield Level 3 Diploma in Hospitality Supervision (RQF) is also available as an additional qualification that may be taken alongside the hospitality supervisor apprenticeship while on-programme if required.

Readiness for end-point assessment

In order for an apprentice to be ready for the end-point assessments:

- the English and maths components of the apprenticeship must be successfully completed by the apprentice
- the employer must be confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard. To ensure this, the apprentice must attend a formal meeting with their employer to complete the gateway readiness report
- the apprentice will be required to bring to the gateway meeting a 2-page synopsis of their proposed business research project that will be agreed by the employer representative and put forward as a research proposal at gateway. The independent end assessor and apprentice will review the proposal for the business project, and the apprentice will make any necessary amendments during the first week of the assessment window, then the project may commence
- the apprentice and the employer should then engage with Highfield to agree a plan and schedule for each assessment activity to ensure all components can be completed within a 2-month end-assessment window. Further information about the gateway process is covered later in this kit.

Order of end-point assessments

There are 4 assessment activities for the hospitality supervisor end-point assessment. The on-demand test, practical observation and business project may be undertaken in any order; however, the professional discussion must be the last activity completed. All assessment activities must be completed within 2 months.

Retake and resit information

Should an apprentice fail 1 assessment activity on the first attempt, a resit should be scheduled as soon as the apprentice is ready, when practicable for the business and in line with the policies, practices and procedures of Highfield.

The resit is normally expected to take place after all the required assessments have been taken and the individual assessment results and overall apprenticeship result has been given to the apprentice.

Should an apprentice fail 2 or more activities, a period of further training and development lasting between 1 and 3 months must take place before a retake is scheduled. The decision on how much time is required is based on a discussion between the apprentice, their employer and end-point assessor. This further training can begin as soon as a learner's result has been released.

When resitting or retaking any assessment activity, the maximum grade that can be achieved for that activity is a pass.