

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

EPA-Kit

Assessing the Professional Discussion

- The Professional Discussion – Guidance
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- The Professional Discussion - Criteria

Professional Discussion - Guidance

The professional discussion will be a structured discussion between the apprentice and the end-point assessor. The employer should be present, to support, but not lead the apprentice and to confirm information. The professional discussion should take place after the practical observation to establish the apprentice's understanding and application of the remaining knowledge, skills and behaviours. The professional discussion will need to take place in a suitable environment and should last for 90 minutes. The discussion will be against the set criteria that is outlined in the following pages and it also provides an opportunity for any outstanding pass or distinction criteria that were not demonstrated within the practical observation and business project to be carried over for assessment in the professional discussion. It will be appropriately structured to draw out the best of the apprentice's energy, enthusiasm, competence and excellence.

The purpose of the professional discussion is to clarify any questions the end-point assessor has for specified standards:

- confirm and validate judgements about the quality of work
- explore aspects of the work, including how it was carried out, in more detail
- discuss how the apprentice would behave in specific scenarios, should they not have occurred within the practical observation
- ask questions in relation to personal development and reflection
- provide a basis for the end-point assessor to make a decision about the grade to be awarded

Structure of Professional Discussion

- A review of the period of learning, development and continuous assessment (recommend 30 minutes). This should include a 15-minute summary of how the apprentice feels they have performed during their programme, the highlights and lowlights and any key lessons learned, followed by a further 15 minutes for questions and answers
- Coverage of the specific areas of assessment for professional discussion and an opportunity for any outstanding pass/distinction criteria that were not demonstrated within the practical observation or business project to be carried over for assessment within the professional discussion (recommend 30 minutes)
- Personal development and self-reflection (recommend 30 minutes). This should focus on the personal development areas of the standard and is an opportunity for the apprentice to sum up how they have developed their personal skills over the

course of their apprenticeship and what they would like to do in future to continue their development

Before the assessment

Employers/training providers should:

- plan the professional discussion to allow the apprentice the opportunity to demonstrate each of the required standards
- ensure the apprentice knows the date, time and location of the assessment
- 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 as preparation for this 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, and if all of the distinction criteria are also met the result will be a distinction.

If any pass criteria have been met in either the observation or business project, re-assessment should not take place in the professional discussion. Distinction criteria must all be met as part of the professional discussion.

Professional Discussion – Mock Assessment

It is the employer/training provider's responsibility to prepare apprentices for their end-point assessment, and Highfield recommends that they experience a mock professional discussion 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 consider the following elements in their planning:

- a 90-minute time slot should be available to complete the professional discussion, if it is intended to be a complete mock assessment covering all relevant standards, however, this time may be split up to allow for progressive learning
- consider an audio recording of the mock, and to allow the mock 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 document sheets later in this kit may be used for this purpose
- structured 'open' questions should be used as part of the professional discussion that do not lead the candidate but allows them to express their knowledge in a calm and comfortable manner, some examples of this may include the following.
 - Business
 - How do you keep up to date with industry developments and trends?
 - People
 - Explain how you ensure effective management of team members?
 - Customers
 - How do you support the development of a customer-centric culture?
 - Leadership
 - How do you evaluate own performance and identify and act upon areas for improvement?

Professional Discussion Criteria

Throughout the 90-minute professional discussion, the assessor will review the apprentice's competence in all of the pass criteria outlined below as a minimum, therefore apprentices should prepare for the professional discussion by considering how the criteria can be met. The apprentice can only achieve a distinction by covering all of the distinction criteria, which are outlined in the distinction column. Apprentices should clearly articulate examples from the workplace relevant to evidencing competence across the standard.

To pass, the following must be evidenced	To gain a distinction
Business	
BU13. Explain the importance of keeping up to date with current industry trends and provide examples of how this has been achieved BU14. Explain why it is essential to instill the importance of company vision, values, empowerment and following procedures to staff and how you can achieve this BU15. Provide reasoned examples of how the hospitality department operates efficiently BU16. Evidence effective day to day supervision of the team/department and how this leads to customer satisfaction and ensures business performance BU17. Describe how the hospitality department meets regulatory requirements BU18. Clearly articulate examples from the workplace relevant to evidencing competence across the standard	BU19. Proactively keeps up to date with industry developments, trends and business objectives BU20. Describe how recommendations for the improvement of quality, cost, value or efficiency have been made in the organisation BU21. Explain how effective hospitality supervision, contingency planning, motivation and adherence to company/brand standard have been developed and implemented and how this has decreased waste and increased overall team/departmental performance

	<p>BU22. Demonstrate how a proactive approach to planning and supervision has been implemented, including proactively educating and monitoring staff on customer service, brand standards, health and safety and risk matters beyond the legislative minimum</p>
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To pass, the following must be evidenced	To gain a distinction
People	
<p>PE10. Provide examples of how staff are managed effectively in line with legal requirements and organisation’s policies and procedures, including motivation, training and development of teams and individuals,</p> <p>PE11. Provide evidence to show you have been part of the effective planning and review in the team</p>	<p>PE12. Provides mentorship to team members with measurable improvements to the performance of individuals and the team</p>

To pass, the following must be evidenced	To gain a distinction
Customers	
<p>CU3. Provide an overview of how the hospitality department meets the needs of the business and customer</p>	<p><i>There are no distinction criteria for this component.</i></p>

To pass, the following must be evidenced	To gain a distinction
Leadership	
<p>TL5. Provide an effective evaluation of own performance, including behaviours, identifying where opportunities for improvement have been taken and results there of evaluated</p> <p>TL6. Demonstrate how feedback has been sought from managers and customers and how this has been effectively dealt with</p>	<p>TL7. Provide examples of when improvement activities have been actively sought to develop own performance to raise standards in team performance, reaching objectives and customer service</p> <p>TL8. Proactively invite feedback from all stakeholders and use this to develop and implement measurable improvements in performance of self and team</p>