

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

EPA-Kit

Assessment Summary

- Summary of assessments
- On-demand test
- Practical observation
- Business project
- Professional discussion
- Grading
- Resit and retake information

Assessment Summary

The end-point assessment for hospitality supervisor is made up of the following 4 components:

1. On-demand test consisting of 52 scenario-based questions, which has a 90-minute duration. 30 minutes reading time will be given to apprentices before they attempt to provide answers, meaning in total, the apprentice has 2 hours in the test situation.
2. Practical observation, which has a 4-hour duration. The observation may be split into two 2-hour observations, if required, to cover preparation and service.
3. Business project, which consists of 2,000 to 5,000 words.
4. Professional discussion, which has a 90-minute duration.

The on-demand test, observation and business project may be undertaken in any order; however, the professional discussion must be the last activity completed.

As an employer/training provider, you should agree a plan and schedule with the apprentice to ensure all assessment components can be completed effectively.

Each component of the end-point assessment will be assessed against the appropriate criteria laid out in this kit, which will be used to determine a grade for each individual component.

On-demand test

- The 52-question test is divided into 2 sections – core content and pathway content, each of which contains 26 questions
- In order to achieve a pass, apprentices must achieve a mark of at least 18/26 (approx. 70%) in **each** section.
- To achieve a distinction, apprentices must achieve a mark of at least 44/52 across the whole test (approx. 85%)

Practical observation

In order to achieve a pass in the practical observation:

- all pass criteria should be covered for both core and specialist function areas
- there is a further opportunity to carry over any pass criteria not achieved in the practical observation for assessment within the professional discussion, if required

To achieve a distinction in the practical observation:

- all pass and all distinction criteria should be covered for both core and specialist function areas
- there is a further opportunity to carry over any pass or distinction criteria not achieved in the practical observation for assessment within the professional discussion, if required

Business project

To achieve a pass in the business project:

- the project must meet all pass criteria (either within the written project itself, or within the 30-minute presentation and Q&A)
- there is a further opportunity to carry over any pass criteria not achieved in the business project for assessment within the professional discussion, if required

To achieve a distinction in the business project:

- the project must meet all pass and distinction criteria (either within the written project itself, or within the 30-minute presentation and Q&A)
- there is a further opportunity to carry over any pass or distinction criteria not achieved in the business project for assessment within the professional discussion, if required

Professional discussion

To achieve a pass in the professional discussion:

- all pass criteria must be covered for all relevant areas. Any professional discussion pass criteria that have already been met in the observation or business project do not need to be re-assessed.

To achieve a distinction in the professional discussion:

- all pass criteria and all distinction criteria must be covered for all relevant areas. Professional discussion distinction criteria should all be covered in the professional discussion itself.

Grading

The overall grade for the apprentice is determined using the matrix below:

On-demand test	Business project	Practical observation	Professional discussion	Overall outcome
Pass	Pass	Pass	Pass	Pass
Pass	Pass	Pass	Distinction	Pass
Pass	Pass	Distinction	Pass	Pass
Pass	Distinction	Pass	Pass	Pass
Distinction	Pass	Pass	Pass	Pass
Pass	Pass	Distinction	Distinction	Pass
Pass	Distinction	Distinction	Pass	Pass
Distinction	Pass	Pass	Distinction	Pass
Distinction	Pass	Distinction	Pass	Pass
Pass	Distinction	Pass	Distinction	Pass
Distinction	Distinction	Pass	Pass	Pass
Distinction	Distinction	Pass	Distinction	Pass
Distinction	Pass	Distinction	Distinction	Pass
Pass	Distinction	Distinction	Distinction	Distinction
Distinction	Distinction	Distinction	Pass	Distinction
Distinction	Distinction	Distinction	Distinction	Distinction

In summary to achieve a pass overall, apprentices must achieve at least a pass grade in all 4 assessments (on demand test, practical observation, business project and professional discussion).

To achieve a distinction overall, apprentices must:

- achieve a distinction in all 4 assessment activities, or;
- achieve a distinction in 3 assessment activities (which **must** include **both** the business project and practical observation) and a pass in the 4th assessment activity (on demand test **or** professional discussion)

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.

Summary of end-point assessments

On Demand Test	<p>2-hour (including 30 minutes reading time) on-demand multiple-choice test containing scenario-based questions, usually taken on-screen.</p> <p>Externally set and marked automatically by the assessment organisation.</p> <p>Undertaken either on the employer’s premises or off-site.</p> <p>Apprentices will complete their tests on-screen unless individual assessment needs dictate a suitable alternative method, such as paper based, away from the day to day pressures of work and in a ‘controlled’ environment. This may be on or off the employers’ premises.</p>
Practical Observation	<p>4-hour observation of the apprentice in the workplace by the independent end assessor (may be split into two, 2-hour observations to cover preparation and service).</p> <p>Must cover core and specialist function elements of the standard.</p> <p>Must maximise the apprentice’s opportunity to demonstrate competence e.g. moving to another area of the business to perform a different part of the job role.</p> <p>The observation will be planned in conjunction with the apprentice and employer and will be subject to internal and external quality assurance.</p> <p>The observation may be split into 2 sessions, 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.</p> <p>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.</p>

Business Project

A business project of 2,000 to 5,000 words. Must be focused around an opportunity/challenge/idea which the apprentice considers will make an improvement to the business they are working in

Must involve gathering/reviewing information and making recommendations to management.

The project is designed to give the apprentice the opportunity to demonstrate their wider understanding of the business they are working in and in particular identify and 'think through' how an improvement could be made to the way it operates.

At the gateway meeting the apprentice is required to take with them a 2-page written or typed proposal, which must be made available to Highfield Assessment at this point. The proposal will subsequently be reviewed and approved by the end-point assessor. If for any reason the proposal is not approved, a revised proposal should be sent to the employer and independent end assessor within one week.

Apprentices should prepare a 30-minute presentation of the project (including time for questions and answers at the end). The completed written project should be submitted to the end-point assessor 7 days in advance of the presentation taking place.

Written submissions can be submitted to Highfield Assessment in any format (uploaded to Dropbox or through e-portfolio) on the day before they are due to be assessed. If using e-portfolio, Highfield must only be able to access the learner's required EPA work (no other work, or work from other learners should be accessible).

There is a further opportunity to carry over any outstanding pass or distinction criteria not achieved in the business project (and accompanying presentation) for assessment within the professional discussion, if required.

Professional Discussion

90-minute discussion between the apprentice and the independent end assessor. Employer should be present to support (but not lead) the apprentice and confirm information.

Will include key areas of the standard identified in the following pages and can provide an opportunity for any criteria not achieved previously in the business project and practical observation to be carried over to be assessed as part of the professional discussion.

Planned in advance to allow the apprentice to prepare fully for the discussion.

The professional discussion will be conducted in a 'controlled environment' i.e. a quiet room, away from the normal place of work.

If for any reason it is not possible for all involved to meet in the same place, end assessors must ensure adequate controls are in place to maintain fair and accurate assessment.

The professional discussion may be conducted using technology such as video link, as long as fair assessment conditions can be maintained. Acceptable means of remote assessment include video conferencing/video calling and must include a 2-way visual and audio link.