

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

EPA-Kit

Assessing the Business Project

- The Business Project – Guidance
- The Business Project – Written Project
- The Business Project - Criteria

Business Project – Guidance

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

The business project should focus around an opportunity, challenge or idea in line with the scope of the apprentice’s day-to-day role. The project should be 2,000 to 5,000 words long and will involve gathering information and making recommendations to management.

The project should demonstrate how the apprentice has:

- understood the context of the business
- maintained an up-to-date knowledge of trends and developments in the hospitality industry/sector
- identified the need for the project, e.g. related to customer feedback, cost efficiency, reputation of the business, increasing market share, increased productivity, etc.
- gathered and reviewed information
- developed realistic business recommendations

Business Project Proposal

Once the project has been identified by the apprentice, it should be discussed with their employer/training provider. The employer/training provider will then determine whether the proposed project has the potential to meet the criteria of the business project. The apprentice will then prepare a 2-page synopsis of their proposed project to bring to the formal gateway meeting. The proposal must be made available to Highfield Assessment at gateway.

The end-point assessor will subsequently review the proposal and approve it. If for any reason the proposal is not approved, the apprentice must re-submit a revised proposal within 1 week.

The end point assessor will complete the form below to confirm whether or not the project meets requirements:

Business Project - Proposal Approval Form

Apprentice's Name	
Independent Assessor's Name	
Feedback	
Approved? Y/N	
Date of Approval	

Consideration	Met	Not met
Does the project focus on an immediate problem, opportunity or idea on which the candidate can develop realistic business recommendations for improvement?		
Does the project allow the apprentice to undertake research and consultation with stakeholders, including gathering and reviewing information?		
Will the apprentice be able to measure improvements and/or benefits to the organisation?		

Written project

The written report should be 2,000 to 5,000 words long and should follow the structure below:

- Introduction and background
 - introduction, including how business fit into the hospitality industry
- Focus, aims and objectives
 - outline of the challenge or opportunity
 - aims and objectives of the project
- Research
 - evidence of consultation and engagement of stakeholders
 - evidence of effective research
 - how apprentice keeps up to date with trends/changing industry
- Findings
 - identification of measurable improvements and benefits to the organisation
- Conclusions and recommendations
 - legislative requirements that have been explained and adhered to
 - an analysis of costs and commercial context
 - justified recommendations for implementation
 - proposed timeframes for implementation

The apprentice should be given sufficient time to undertake the research and writing of the project and allocated the required facilities either within or away from the workplace.

Presentation

Once the written project is completed, it should be submitted to the end-point assessor and employer no less than 7 days before the presentation is scheduled to take place. The project can be submitted in any format (uploaded to Dropbox or through e-portfolio) on the day before it is 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). The end-point assessor will review the project and identify any business project criteria that have not been met and need to be followed up in the presentation.

The presentation should take place in a controlled environment either on or off-site, e.g. a quiet room away from the normal place of work with suitable equipment.

Apprentices can choose the most appropriate method to present their project to the assessor, e.g. PowerPoint presentation or interactive demonstration. The apprentice can take supplementary material into the presentation, e.g. photos, video clips, figures and brochures to help them communicate their research and recommendations. Apprentices will have 30 minutes to deliver the presentation, which includes time for questions and answers at the end.

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. 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 business project within the project itself and the presentation with accompanying Q&A session.

Business Project – Criteria

The apprentice can achieve a pass grade in the business project by meeting all of the business project assessment criteria in the table below. A distinction can be achieved if all distinction assessment criteria outlined below are met, in addition to the pass criteria.

Business Project	
Pass criteria	Distinction criteria
Introduction and background	
BP1. Give a general introduction and background to department, team or area of work, including how this relates to the rest of the business unit (if applicable)	BP14. <i>Give a detailed introduction and background of the department, team or working area wider business unit (e.g. other departments, head office, local community / customer profile)</i>
BP2. Explain how the business fits into the hospitality industry	
Focus, Aims and Objectives	
BP3. Outline the problem, challenge or opportunity identified	BP15. <i>Outline the current situation which has led to the identification of a challenge or opportunity</i>
BP4. State the aims and objectives of the project	BP16. <i>Provide detailed aims and objectives for the project, linking to the current situation</i>
Research	
BP5. Consult relevant stakeholders (e.g. customers, team members, managers) to inform the results and recommendations	BP17. <i>Show a range of research has been used effectively, including obtaining information from stakeholders, such as team members, management, suppliers or customers</i>
BP6. How the apprentice keeps up to date with trends and the changing industry	
BP7. Provide research methodology to demonstrate a logical, coherent approach	BP18. <i>Show a range of qualitative and quantitative research has been used effectively</i>
Findings	
BP8. Identify how the potential changes would lead to measurable improvements and benefits to the department, team or area of working	BP19. <i>Identification of measurable improvements and benefits to the organisation</i>

Conclusion and Recommendations	
BP9. Make clear recommendations for implementation	BP20. <i>Make detailed recommendations for implementation, including timings and potential costs</i>
BP10. Provide an indication of costs associated with the proposed recommendations	
BP11. Concise validation and justification of recommendation	BP21. <i>Provide detailed validation and justification of recommendations</i>
BP12. Identify applicable legislation and ensure the proposal complies where necessary	BP22. <i>Review the project to ensure it meets organisational and legal requirements</i>
BP13. Demonstrate an awareness of and understanding for the need for deadlines	BP23. <i>Proposed timeframes for implementation</i>