

Highfield Level 2 End-point Assessment for Hospitality Team Member (all pathways) Portfolio Guidance

The following COVID-19 temporary discretion has been agreed until further notice.

The practical observation may be replaced with a portfolio of evidence supported by a 40-minute question and answer session. The evidence in the portfolio must be validated by an expert witness.

Evidence is to be provided which covers the assessment criteria that would normally be attempted during the observation, including criteria that may be carried over to the professional discussion. This includes assessment criteria from the following areas.

- Customer
- Business
- People
- First-line supervision/team leading
- Pathway specific criteria

Evidence provided must be from the last 6 months of their programme prior to Gateway and include the following.

- **On programme assessments** of the KSBs including any analysis documents completed by the trainer/tutor/coach to prove gateway readiness.
- **Mock observation** of performance undertaken by the training provider including signatures.
- **Witness testimonies** from managers or peers – written or digitally recorded, with authentication of the relationship of the witness to the apprentice. This must also be confirmed by the training provider as an accurate review of performance.
- Appropriate product evidence with supporting **formative assessment, feedback and validation** including photographic evidence, apprentice records or logs of performance, menus, work documents, performance reviews, customer feedback and professional discussions.

The apprentice's self-assessment or self-reflection is **not permitted** as evidence.

It is expected that there will be between 2 to 6 discreet pieces of evidence submitted, however, up to 20 are permitted. The evidence must be mapped using the portfolio matrix template and submitted only in the following permitted formats.

<i>.docx</i>	<i>.xlsx</i>	<i>.pptx</i>
<i>.pdf</i>	<i>.jpg</i>	<i>.png</i>
<i>.mp3</i>	<i>.mp4</i>	<i>.m4a</i>

The evidence must be uploaded along with a **fully completed portfolio matrix document**, where the training provider has mapped each piece of evidence to the assessment criteria normally assessed in the observation. This portfolio matrix must be signed by the apprentice and an expert witness. An expert witness is defined as a person who has specialised knowledge and competence in relation to the apprentice's job role (working at a level above that of the apprentice) and can confirm that the evidence accurately reflects the apprentice's knowledge, skills and behaviours.

This must be uploaded to the apprentice's Dropbox folder by the date shown on the booking confirmation.

Question and Answer Session

All apprentices will be given the opportunity to take part in a 40-minute question and answer session led by the end-point assessor. This will be scheduled to take place remotely prior to the professional discussion using our web conferencing system, Lifesize. This session will centre around where criteria require further expansion or clarification. Apprentices are permitted to bring their portfolios to the question and answer session. As with all assessment activities, a valid form of photo identification must be shown to the assessor at the start of the question and answer session. Further guidance on how to use Lifesize and the technical requirements will be provided with each booking confirmation.