



Professional  
Assessment Ltd

Level 3  
Hospitality  
Supervisor

ST0230

End-Point Assessment

Programme Duration:  
Typically 12 months





## The Independent End-Point Assessment

Once a successful gateway review has been completed, your training organisation will notify Professional Assessment. We will then organise an assessment planning meeting with the employer and apprentice. Professional Assessment will advise all parties of the requirements of this meeting. At the planning stages, we will together, agree timings and dates for all the required assessment components.

The end-point assessment begins when the EPAO confirms that the apprentice has successfully passed through the gateway and has achieved the appropriate functional skills, unless in the opinion of the EPAO exceptional circumstances apply.

## Summary of the End-Point Assessment process

The apprentice will be assessed to the apprenticeship standard using four complementary assessment methods. The assessments are synoptic and take a view of the overall performance of the apprentice in their specific job role.

The first three assessment activities can be completed in any order, but we recommend they are completed in the order suggested. The professional discussion will be the final assessment component.





## On Demand Test

- 2 hour (including 30 minutes reading time) on-demand, multiple choice test
- Scenario-based questions covering the core and relevant specialist function
- The apprentice must pass both sections to achieve a pass overall
- 70% must be achieved to gain a pass; 85% must be achieved to gain a distinction
- Undertaken either on the employer's premises or off-site under exam conditions.



## Business Project

- The apprentice will complete a project based on an opportunity/challenge/idea to make an improvement to the business, e.g. customer experience, reducing wastage
- The project must be based on the relevant specialist function
- The apprentice will plan, research and submit the 2000-5000 word project to their employer and the independent end-point assessor
- The apprentice will present the project to the independent assessor and the employer in a formal 30 minute presentation with a question and answer session.





## Practical Observation

- 4 hour observation of the apprentice in the working environment
- Time may be split to cover preparation and service
- Shows apprentice covering a range of tasks in their specialist function.
- Verbal questioning permitted (on completion of the activity, within the allocated time) to clarify observations.



## Professional Discussion

- A structured, 90 minute (+/- 10%) discussion between the apprentice and their independent end-point assessor
- Covering key areas of the standard, the apprenticeship training experience, and skills and knowledge acquired during the programme
- The discussion will be led by the independent assessor and the agenda will be communicated in advance
- The line manager may be, but is not required to be, present during the discussion.



# Completion

The end-point assessment activities are graded. Successful grades are a pass or a distinction and the final grade is based on the apprentice's combined performance across all of the assessment activities. In order to pass the apprentice is required to pass each of the assessments. Should an apprentice fail one assessment activity this should be re-assessed as soon as the apprentice is ready and when practicable for the business. Should they fail two or more activities a period of further training and development lasting between one and three months must take place before a retake.

For more information on grading criteria please refer to the apprenticeship standard assessment plan by searching via:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/>

and for more information on re-sits, re-takes and cancellations please contact: [info@professionalassessment.co.uk](mailto:info@professionalassessment.co.uk)



# Grading

An apprentice cannot achieve a pass, without passing every element and to achieve a distinction, the apprentice must gain a distinction in both the observation and business project, achieving points of 9 or above based on the scoring table below:

Component	Grade	Score	Grade	Score
On-demand Test	Pass	1	Distinction	2
Business Project	Pass	1	Distinction	3
Practical Observation	Pass	1	Distinction	3
Professional Discussion	Pass	1	Distinction	2
Overall Score	Overall Grade			
4 – 8	Pass			
9+	Distinction			

# Independent End-Point Assessment Organisations

Professional Assessment is a registered end-point assessment organisation.

Professional Assessment is responsible for ensuring assessments are conducted fairly and that assessments are valid, reliable and consistent, in line with the relevant regulatory requirements for end-point assessment.

...find out more

Email: [info@professionalassessment.co.uk](mailto:info@professionalassessment.co.uk)

Call: **0800 160 1899**

Visit: [professionalassessment.co.uk](http://professionalassessment.co.uk)

