

Level 2
Hospitality
Accommodation
Team Member

ST1420 v1.0

End-Point Assessment

Programme Duration:
Typically 12 months



The Independent End-Point Assessment

Once a successful Gateway review has been completed, the training provider will notify Professional Assessment Ltd (PAL). We will then organise an assessment planning meeting with the employer and apprentice and will advise all parties of the requirements of this meeting. At the planning stage, we will agree timings and dates for all the required assessment components. The end-point assessment begins when PAL confirms that the apprentice has successfully passed through the Gateway and has English and maths qualifications in line with the apprenticeship funding rules, unless in the opinion of PAL exceptional circumstances apply.

A completed portfolio of evidence, which underpins the interview, must also be submitted as part of the Gateway.

Summary of the End-Point Assessment process

The apprentice will be assessed to the apprenticeship standard using two discrete assessment methods:

1. Observation with Questioning.
2. Interview underpinned by Portfolio.

The assessments are synoptic and take a view of the overall performance of the apprentice in their specific job role. The assessment activities can be completed in any order within the 3 month end-point assessment period. All assessment methods are equally weighted in their contribution to the overall grade.





Observation with Questions

- The observation and questioning of the apprentice completing their day-to-day duties under normal working conditions must take a total of 2 and a half hours (+10% at the discretion of the independent assessor to allow the apprentice to complete a task or respond to a question if necessary). The observation duration is 2 hours, and the post-observation questioning duration is 30 minutes.
- The independent assessor should observe the following:
 - Interaction with guests and customer service.
 - Processing of payments and transactions.
 - Team communication.
 - Displaying compliance with professional standards.
 - Use of equipment and technology.
- The independent assessor must ask at least 3 questions following the observation. The questions are to seek clarification where required and to assess the apprentice's level of competence against the grading descriptors.
- This method of assessment has fail, pass and distinction grades.





Interview underpinned by Portfolio

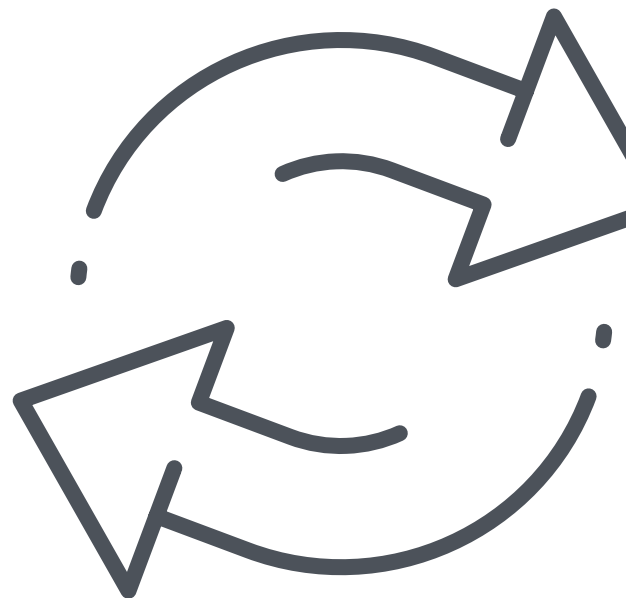
- The underpinning portfolio of evidence is completed during the on-programme period of the apprenticeship and must be submitted to PAL at Gateway.
- The portfolio must contain evidence related and mapped to each of the knowledge, skills, and behaviours (KSBs) that will be assessed by the interview, typically 10 discrete pieces. The evidence should be qualitative as opposed to quantitative and each piece of evidence is likely to demonstrate more than one KSB.
- Evidence must be provided from work in all 3 departments of business covered by this apprenticeship: bar and dining, housekeeping, and guest services.
- The portfolio may contain workplace documentation and records, for example, workplace policies and procedures, witness statements, annotated photographs, and video clips with a maximum total duration of 10 minutes.
- The portfolio should not include reflective accounts or any methods of self-assessment.
- The evidence provided must be valid and attributable to the apprentice; the portfolio of evidence must contain a statement from the employer and apprentice confirming this.
- The independent assessor will review the portfolio of evidence and use it to identify areas for the interview - it is not directly assessed.
- The interview must last for 90 minutes (+10% at the independent assessor's discretion to allow the apprentice to respond to a question if necessary).
- The interview will assess the apprentice's competence against the themes of:
 - Guest safety, privacy and security.
 - Reporting issues.
 - Food service.
 - Food safety.
 - Beverage service.
 - Housekeeping.
 - Stock management.
 - Health and safety.
 - Key performance indicators (KPIs).
 - Performance and personal development.
 - Sustainability.
 - Shift handover.
 - Equity, diversity and inclusion (EDI).
- The independent assessor must ask at least 14 questions.
- Webinar or video conferencing software can be used for the assessment.
- The interview must take place in a quiet room, free from distractions and influence.
- This method of assessment has fail, pass and distinction grades.

Grading

The apprentice must achieve at least a pass in all the end-point assessment methods to get an overall pass.

Grades from individual assessment methods should be combined in the following way to determine the grade of the end-point assessment as a whole:

Observation with Questioning	Interview underpinned by Portfolio	Overall Grading
Pass	Pass	Pass
Fail	Any grade	Fail
Any grade	Fail	Fail
Pass	Distinction	Merit
Distinction	Pass	Merit
Distinction	Distinction	Distinction



Resits and Retakes

An apprentice who fails an assessment method, and therefore the end-point assessment in the first instance, will be required to resit any failed assessment methods only.

A resit is typically taken within 2 months of the EPA outcome notification. The timescale for a retake is dependent on how much re-training is required and is typically taken within 3 months of the EPA outcome notification.

Failed end-point assessment methods must be resat or retaken within a 6-month period from the EPA outcome notification, otherwise the entire EPA will need to be resat or retaken in full.

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

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

For more information on resits, retakes and cancellations please contact: **info@professionalassessment.co.uk**

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

Call: **0800 160 1899**

Visit: professionalassessment.co.uk



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Assessment Ltd